The MBA program handbook
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MBA mission, values and objectives

The IESE MBA is a two-year leadership development program. In line with IESE’s mission, the MBA program serves to develop leaders who can have a positive impact through their professionalism, integrity and spirit of service.

MBA values

IESE MBA students are a very diverse group of people and each student brings their own values to the program. However, we all share a set of common values:

- Always act with integrity
- Have deep respect for one another
- Work with a spirit of service towards others
- Put in hard work towards achieving your goals
- Work to a high level of professionalism

- Hard work: MBA students believe in the value of working hard to achieve their goals and, therefore, do not look for shortcuts or quick fixes.
- Professionalism: MBA students come to class prepared and dress according to the occasion. They are punctual and meet their deadlines. They are committed to producing the best work they can.

It is the responsibility of every individual member of the IESE community (MBA students, faculty and staff) to ensure that these values are upheld at all times and to deal with any inappropriate behavior.

IESE MBA behaviors

The IESE MBA learning environment extends beyond the classroom and includes the many ways in which students, staff, faculty and alumni interact on and off the IESE campus.

We strive to create a positive, respectful atmosphere that fosters learning and in which all members of the IESE MBA community can achieve their highest potential.

IESE MBA students are expected to exhibit the MBA values, among others, through the following behavior:

- Integrity: MBA students are honest and abide by the rules. Their word is their bond.
- Respect: MBA students respect everybody around them and show this through polite behavior, regardless of gender, sexual orientation, race, religion or any other factor irrelevant to participation in the MBA.
- Spirit of service: MBA students support their classmates in every way they can. They take responsibility for running student activities and get involved in the wider IESE community.
- Hard work: MBA students believe in the value of working hard to achieve their goals and, therefore, do not look for shortcuts or quick fixes.
- Professionalism: MBA students come to class prepared and dress according to the occasion. They are punctual and meet their deadlines. They are committed to producing the best work they can.

It is the responsibility of every individual member of the IESE community (MBA students, faculty and staff) to ensure that these values are upheld at all times and to deal with any inappropriate behavior.

Objectives of the MBA Program

The MBA degree is awarded to students who have the knowledge, skills, attitudes and personal qualities necessary to serve as a foundation on which to build a solid career as a manager. This means that candidates must progress in the following three areas:

- Knowledge about management, i.e., functional areas such as finance, accounting, marketing, leadership and ethics, supply chain management and other functional areas required to do the work of a manager. Managers must know about their job.
- The skills needed to perform managerial tasks, i.e., teamwork, communication, open-mindedness, etc., that enable a manager to put acquired knowledge into practice. Managers must know how to carry out their tasks.
- Personal qualities, such as professionalism, cultural awareness, maturity and motivation, combined with a high sense of responsibility, honesty and a desire to serve others. Managers must have integrity.
MBA program structure

The IESE MBA is a 19-month program organized into two academic years. During the first year, all students follow the same curriculum. By contrast, the second year is made up entirely of elective courses that students select through a bidding process. Some electives are offered at international locations in an intensive format.

First year

The first year starts with Orientation Week in September. The purpose of Orientation Week is to familiarize students with the program, the case method, the class, and the faculty and staff of the MBA. It includes classes, team activities, lectures and Career Services activities.

Term structure and courses

There are three terms in the first year. Each one of them has the following courses:

<table>
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<th>1ST TERM</th>
<th>2ND TERM</th>
<th>3RD TERM</th>
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<td>Marketing Management</td>
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<td>Teambuilding 3</td>
<td>Quantitative Methods for Management</td>
<td>Transforming Organizations and Markets with ICT</td>
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Besides academic activity, each term also includes relevant sessions from Career Services to support student career development and applications for both summer internship opportunities and full-time jobs after graduation. Team activities, professional club activities and international treks complete the term schedule.
The capstone project  
(8 ECTS credits)

The capstone project is an integrative assignment designed to draw on all the learning acquired during the first year of the MBA. Students are given a real business challenge and have to do research and conduct meetings with clients, employees and suppliers in order to respond to it. Based on the information gathered, students work on a final proposal for the company. Some of the challenges tackled in previous years have included designing a product launch, a new market entrance, a social media strategy and a succession plan for a family business.

In the first stage, an IESE faculty member will work with organizations to identify and define a suitable business problem. In the next stage, the company will make a presentation to five MBA teams. Students then have a period of time to research the organization, the market, etc., and articulate their course of action.

MBA teams work under the supervision of the faculty member responsible for the particular company project.

The capstone project takes place during the third term.

Summer internship

Halfway through the MBA, during the summer break, students do an internship, where they apply classroom knowledge in the workplace. The summer internship lasts a minimum of 8 weeks and the typical duration is 10-12 weeks.

The summer internship cannot be done when classes are in session during the academic year, neither in the first year nor in the second year of the MBA.

Students have different options for their summer internship:

1. Corporate internship in local or international companies. This is a fantastic opportunity for students to gain insight into new business areas, firms and regions.

2. Summer entrepreneurial experience. IESE MBA students have the option of working on an entrepreneurial venture during their summer break. Supervised by an IESE faculty member, students work in teams to explore an entrepreneurial opportunity and move it to the next stage. Access to this program is granted after an application process, the conditions of which are announced during the second term.

Please note that, according to the U.S. Department of Education, students who are U.S. citizens and decide to take out U.S. Federal Direct Loans are not eligible to attend a summer internship that takes place in the U.S.
Second year

Bidding for electives

In the second year of the program, students are given the opportunity to select the subjects they are most interested in. In order to process course allocation efficiently and fairly, IESE uses an online bidding system that consists of three stages:

- **Preliminary round:** students indicate their course preferences by ranking and distributing 100 points among them. The results of the preliminary round are not final and make it possible to gauge student interest. Courses that attract less than 25 students are canceled at this stage.

- **Final Round:** based on their preferences and the information of the preliminary round students bid for their courses by ranking and allocating points to them as above.

- **Change Round:** students can request to change, to add or to drop courses allocated to them subject to availability of seats.

Bidding for fourth-term courses takes place in May of the previous academic year.

Bidding for fifth-term courses starts in mid-October of the second academic year.

Students are required to take a minimum of 5 credits per term, 4 of which should be held on Barcelona campus in a non-intensive format. They can add an extra credit to their workload if they wish. Students are not allowed to audit courses.

International electives

The MBA Program currently offers electives at the following locations:

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<tr>
<th>4th TERM</th>
<th>5th TERM</th>
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<tr>
<td>New York</td>
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<td>Brazil</td>
<td>Shanghai</td>
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International electives are included in the bidding process for terms 4 and 5. Each week, two half-credit courses are offered. During these overseas modules, students can take up to four half-credit courses, including company visits and networking events that provide direct insight into business practices in each of these important locations.

The Nairobi and Brazil modules offer in-company projects. Students choosing to work on these projects actually start their research at least a month before traveling to their destination and continue working after their return to Barcelona.

Independent study project

The Independent Study Project (ISP) enables IESE MBA students to focus on a particular area of study that is not available as an elective course. Students (individually or in teams) explore a topic in depth under the supervision of an IESE faculty member. Students can apply for one ISP per term. Depending on the estimated workload, the faculty member supervising the project will decide if the ISP is worth ½ or 1 credit.

Examples of recent ISPs include creating a search fund business plan and industry studies. ISPs need to be approved in writing by the Academic Director of the second year.

International exchange program

Outgoing students

IESE Business School partners with some of the world’s top business schools in more than 10 countries to enable students to participate in the international exchange program.

Around 90 places are available for IESE Business School students to study for one term in the second year at one of our exchange partner schools. Allocation of exchange places is done using a bidding process that is based on the GPA obtained from the courses in the first and second terms of the first academic year. Students wishing to go on exchange need to earn a GPA of at least 2.8. Students that do an exchange term can’t audit 2nd year courses (including overseas module courses) during their stay at the exchange school.

Please note that, according to the U.S. Department of Education, students who are U.S. citizens and decide to take out U.S. Federal Direct Loans are not eligible to go on an exchange in the United States or at a school outside the United States that does not participate in the Federal Student Loan Program. The schools currently participating in this program are London Business School, HEC Paris, Melbourne Business School and Coller School of Management at the Tel Aviv University. More information is available on the U.S. Department of Education’s website. If you have any inquiries, do not hesitate to contact the Financial Aid Office.
Incoming students
Every year, IESE welcomes more than 85 students from 30 different business schools from all over the world.
These students become full-time IESE students for one term in the second year.

Learning Spanish and the bilingual MBA
The Business Spanish Program is specifically designed for IESE MBA students. Its objective is to ensure that participants can fluently engage in various business situations with special emphasis on verbal communication. The program is designed based on the criteria established by the Council of Europe’s Common European Framework of Reference for Languages (CEFR).

For first-year MBA students, Spanish instruction begins in August with intensive classes. The program is open to students with no previous Spanish language knowledge and to those with an advanced level. It is offered throughout the MBA program with a duration that depends on each student's level. In the first academic year, students who wish to attend Spanish classes do so three times a week.

Throughout the first year, students have the opportunity to take a Spanish language level test (Diploma en Español de Negocios). Passing the test enables students to earn the bilingual MBA degree and take electives taught in Spanish during the second year.

The Business Spanish Program also welcomes students’ partners who are eager to learn Spanish. IESE offers special tuition fees for partners interested in enrolling in this program.
Administrative structure

The MBA Committee

The MBA Director has a committee that helps him direct the MBA program. The committee is composed of the MBA Director, the Academic Director for the first year, the Academic Director for the second year, the Executive Director of the MBA and the heads of section. The members of the MBA Committee for the 2017-2018 academic year are:

- **Professor Carlos García Pont**
  MBA Director

- **Professor Marc Badia**
  Academic Director
  MBA-I

- **Professor Gaizka Ormazabal**
  Academic Director
  MBA-II

- **Professor Anneloes Raes**
  Curriculum Development

- **Marta Escardó**
  Executive Director
  Head of section E

- **Amalia Colom**
  Associate Director
  Head of sections C & D

- **Cecilia Kindelán**
  Associate Director
  Head of sections A & B

The Executive Director is responsible for all non-academic issues. The heads of section are responsible for ensuring that the program runs smoothly within their sections. They hold periodic meetings with team mentors and faculty members in their areas to monitor progress and receive suggestions.
Teamwork, team mentors and facilitators

During the first year, each student is assigned to a team. That team meets daily to discuss the day’s cases and work on projects. Teams are assembled to ensure professional, cultural and linguistic diversity. Regular, punctual attendance at team meetings is an overriding obligation, part of the level of professionalism expected and an essential requirement for achieving the MBA program objectives. It is the team’s responsibility to ensure that it functions as a cohesive unit with all students contributing in a mutually supportive environment.

Each team is assigned a team mentor. The team mentor is a member of the IESE faculty and/or management. The role of the team mentor is to monitor the progress of team members in developing the attributes mentioned above and to advise students on how to get the most out of the program.

Each team is also assigned a facilitator. The facilitator is a second-year student who volunteers to help a first-year team during the first weeks of the program. The facilitator shares teamwork best practices with the assigned team, provides useful information and serves as a link to second-year students.

Communication with professors

To achieve the program’s objectives, there must be an unrestricted flow of communication between students and faculty members. It is the students’ responsibility to speak directly with their professors to clarify concepts, discuss their academic performance and seek advice.
MBA program rules

Class attendance

Class attendance is compulsory and recorded daily. In the case of unavoidable absences, students need to inform the professor and the MBA Office in writing. It is the student’s responsibility to catch up with any missed work.

Any student who accumulates 20% absences in any given course will automatically receive an "Incomplete" for that course, regardless of the academic grade awarded by the course professor. If a student has accumulated two or more "Incompletes" in one term or three or more "Incompletes" in the first year, an academic evaluation process may be opened. This process can also be initiated when a student misses more than 15% of classes in a given term.

It is the responsibility of the MBA Committee (not the course professor) to evaluate each Incomplete. The committee can ask any student with an "Incomplete" grade to do remedial work or attend specific courses in the second year. Failure to complete the remedial work or follow the committee's instructions automatically triggers an academic evaluation process.

Students who arrive to class late (i.e., after class attendance has been taken) will not be allowed into it.

Harassment

IESE Business School is committed to offering an environment in which students, faculty and staff can work together with respect and a spirit of service. This means that every member of the community must be respected and treated civilly, regardless of gender, sexual orientation, race, religion or any other factor irrelevant to participation in the MBA. Any student who sees behavior that is unbecoming and violates this principle should report it to any school official or faculty or staff members.

This culture of respect for others can only be preserved if all students make it their own and are willing to deal with any violations.

Grading

First year: at the end of each course, professors give each student a grade ranging from A to C:

- As are given to students who perform in the upper 15% of the class in the first year. Professors may decrease this percentage if they consider it appropriate after consultation with the MBA Committee.
- Cs are given to students who perform in the lower 10% of the class. Professors may increase this percentage if they consider it appropriate after consultation with the MBA Committee.
- Bs are given to students who have not received either an A or a C. Professors, at their discretion, may award the B+ and B- grades to indicate that a student has completed the course in the upper or lower range of the Bs, respectively.

Second year: during the second year, As are given to students in the top 20% of the class and Cs are given to those in the lower 10% of the class. Professors, at their discretion, may award the B+ and B- grades to indicate that a student has completed the course in the upper or lower range of the Bs, respectively.

Examination behavior

Students must take all examinations required for each course, as they are an integral part of the program. Examinations are conducted according to the following standards:

- Communication between students during exams is forbidden, as is collaboration with other students on written exams unless otherwise indicated by the professor.
- Books, laptops, phones and any other support tool are not allowed in exams unless otherwise indicated by the professor and then only within the limits set by them.
- Should a student wish to quote content from materials that are not self-originated, he or she must cite the source clearly. Otherwise, it may be considered plagiarism. This applies to textbooks, periodicals and other published sources, as well as articles posted on the Internet.

Failure to comply with these rules amounts to dishonesty and is unfair to other students. It will therefore be considered serious misconduct and will result in the opening of an academic evaluation process, which may lead to the student being asked to leave the program.

Students must take all examinations at the scheduled time. Students arriving late to an exam will not be allowed to enter.

Final exams may be rescheduled with advance permission from the Executive Director only in exceptional circumstances such as incapacitating illness and serious family emergency. Travel arrangements, mild illness, interviews and the like are not acceptable reasons for changing an exam time.

If there is a need to change the date or time of an exam, the student should contact the Executive Director before the
scheduled exam begins. In case of illness, the student will be required to provide written confirmation from a healthcare professional. An alternative exam date will be scheduled by the Executive Director in consultation with the professor. As a matter of policy, there is no rescheduling of midterm exams.

Plagiarism

In academic writing, taking someone else’s ideas or words without adequately crediting that source in your paper is considered plagiarism. It doesn’t matter if the source is a published author, another student, a website without clear authorship, a website that sells academic papers or any other person: taking credit for anyone else’s work is stealing and is unacceptable in all academic situations, whether done intentionally or by accident.

Students who submit work that is not their own or without clear attribution to original sources will be subject to disciplinary action. Punishment for plagiarism may include expulsion from the MBA program.

Academic requirements

First year: students who receive three or more credit-equivalent Cs in any given term will be placed on probation and warned about their poor academic performance. An accumulation of 6 credit-equivalent Cs during the first year may lead to dismissal from the program.

Corporate internship: non-fulfillment of corporate internship contracts and serious misconduct affecting the professional relationship will trigger an academic evaluation process.

Second year: students who receive three or more credit-equivalent Cs in any given term will be placed on probation and warned about their poor academic performance. When this happens in the last term of the second year, the student may be asked to repeat the term and will therefore not graduate with their class.

Academic evaluation process

An Academic Evaluation Process (AEP) can be opened by the MBA Committee at any time due to a student’s unsatisfactory academic performance, absenteeism or serious misconduct with respect to the program values and policies. If an AEP is opened, the student is immediately informed in writing and told why this has happened. As part of the process, the student has the right to explain their point of view on the issue.

When conducting an AEP, the MBA Committee will take into account the student’s academic record and the opinions of the student’s mentor and section head. The reasons behind the absences leading to the "Incomplete" will also be considered. Additional members may join the MBA Committee for deliberation as required.

In cases of serious misconduct, and as part of the AEP, the MBA Committee will ask the student to explain the circumstances of the perceived misconduct. Failure to do so may lead to a recommendation that the student should leave the program.

The AEP may conclude with an unconditional or a conditional continuation of the student in the program, or with a recommendation to the IESE Executive Committee that the student should leave the program. The AEP result is communicated in writing to the student.

Final exam

In cases of unsatisfactory academic performance and "Incompletes", the MBA Committee may ask the student to take a comprehensive examination at the end of the first year. The examination date is published in the academic year calendar and it takes place on campus one week after the third-term final exams.

If the MBA Committee stipulates that students must take an exam, but they fail to do so, they may be dismissed from the program.

Appeals

Any student who is subject to an AEP or has been dismissed for academic reasons may appeal the decision by petitioning the MBA Committee. Students are entitled to one appeal during their tenure at IESE. If reinstatement is granted but the conditions are not satisfied within a specified period of time, dismissal is automatic and not open to further appeal.

Appeals should be made within three days of receipt of the MBA Committee’s decision and sent in writing to the MBA Office. The appeal should be made to the associate dean for MBA programs at IESE, who will issue a decision in writing.
Leave of absence
If a student needs to interrupt the normal two-year course of study, he or she must request a leave of absence in writing to the Executive Director of the MBA indicating the reason for the request and the length of the anticipated absence. Depending on the circumstances, a leave of absence may be granted for up to two years. Leaves of absence are only granted to students with a good academic record.

Identification on campus
All participants must bring their identification card in a visible place.

Student visas
It is students’ responsibility to ensure that they have the legal right to study in Spain. Each student is responsible for fulfilling Spanish immigration requirements.

IESE’s image
All sessions taught by IESE faculty members or given by speakers within any of the IESE programs and events are the property of IESE Business School. Video and audio recording and taking photos at any IESE sessions are not allowed unless expressly authorized by IESE for academic, marketing or media purposes.

Prior approval from the MBA Committee is required to publish any material on a website or any other media in which IESE’s brand or image is displayed.

Photo rights
IESE Business School reserves the right to use photos taken during class, programs and events for promotional purposes. Students who do not wish to have their photo used in promotional materials should submit a written statement to the MBA Office.

Food and drinks
We understand that some students may be surprised by this rule, but only water is allowed into the classroom at IESE Business School. Students are discouraged from entering the classroom with hot drinks and/or food at any time, including during class breaks.

Dress code
The appropriate dress code for class is business casual. When more formal attire is required, students will be informed in advance.

Visitors
Visitors are not allowed in class. Only MBA candidates involved in a formal admissions process with the Admissions Department may be invited to attend a class. Friends, spouses and other family members may be invited to social activities but not to attend a class.
Career Services

The MBA Career Services team

The Career Services team’s main job is to work with you to identify and pursue your career aspirations and help you build fundamental job-hunting skills to find your future job. Our diversity, both in terms of culture and in terms of professional backgrounds, ensures that you will find the contact who is best able to meet your needs.

Student Recruiting Code of Conduct

Working with us implies the acceptance of the Student Recruiting Code of Conduct detailed below. Please read it carefully and click “I Agree” in your personal profile in Symplicity.

As an IESE student, your conduct during the job-search process has an impact on the entire IESE community, including the Alumni Association. The Code of Conduct is designed to promote courtesy, integrity and respect between students, recruiters, MBA Career Services, faculty and IESE’s administration.

This Code of Conduct falls under the IESE Business School’s Standards of Professional Ethics and Behavior as defined in the “Academic Policies and Procedures document” that is provided to you by the MBA Office upon arrival. Your participation in MBA Career Services activities (e.g., events, on-campus recruitment, career counselling, etc.) implies acceptance of this Code of Conduct.

If you have any questions on this Code of Conduct, please contact Patrik Wallén, Director of MBA Career Services.

1. Company presentations and visits

Company presentations, whether they are organized individually or during the Career Forum, are published in advance through CampusGroups and require students to sign up. By signing-up, we can gauge student’s interest, manage the company’s expectations and communicate any calendar or location updates.

Career Services will send the CV book of signed up students to the companies, so, if you sign up, make sure that you attend. If this is not possible for you, please let us know.

Please arrive on time and plan your schedule so that you can attend the whole presentation or visit. If you need to leave early, let a company representative know beforehand and determine together the appropriate time for your departure. Sit near the door so you can exit quietly.

2. Career Forums

The Career Forum is a crucial event for your career development and one of Europe’s leading MBA recruiting events. As your first primary occasion to explore job opportunities, discover new companies and start networking with top professionals from your fields of interest, this event is a must-have for first-year students.

Sign-up will open on CampusGroups two weeks in advance. You must attend every presentation you sign up for, as this contributes to building IESE’s company relationships.

3. MBA Career Counselling sessions

Counselling hours are a limited resource, especially during high application and recruiting season. Please respect your career coach’s and fellow students’ time by arriving punctually to your appointment and notifying your coach in advance if you cannot make it. Counselling sessions cannot conflict with class hours.

4. Career management events

Career management days (Career Essentials Day, Personal Narrative Day, Interview Preparation Week) are mandatory for all first-year students. They take place during your academic schedule and, as such, are compulsory for you to attend.

Career Management Workshops (“Career Labs”) open two weeks in advance on CampusGroups and require signing up. Places are limited, so only register for events that you are sure that you will be able to attend. By registering to events you have no genuine interest in, you are preventing actually motivated students from joining sessions they could benefit from. Absences also display a lack of respect for the time and work of external trainers, who plan and adapt their sessions according to expected attendance.
5. Interviews

• Only apply for jobs in which you have a genuine interest.
By applying for jobs for which you are not really motivated, you are spending time on activities with no return on investment, and could be preventing genuinely interested students from opportunities. Recruiters are able to detect a lack of genuine interest, placing both your professional image and IESE community’s reputation at risk.

• Be fully prepared to interview and arrive promptly.
Poor preparation will not only have a negative effect on you as a candidate but also on IESE’s image as a good source of talent. Refer to the Career Management learning offering for more resources on interview preparation.

• Interview schedule.
When interviews are organized by MBA Career Services, we try to ensure that these do not coincide with class. When this is not possible, it is the student’s responsibility to inform the professor and MBA Office about the time conflict and to provide proof of the interview scheduling to the MBA Office. In any case, missing a class for an interview will result in a no-show.

• Make interview changes far in advance.
Changes to an interview schedule need to be communicated at least four days before the interview takes place. Any cancellation should be notified immediately to the MBA Career Services team member in charge of the process. When informed in advance, we can try to reschedule the interview in order to adjust it to your needs.

6. Job offers

When receiving a job offer, please communicate it to your Career Services mentor.

• Definition of a job offer
IESE considers an offer to be a verbal communication, email or official contract sent by a company representative, in which the following are confirmed:
– Position, program, role or project being offered to the MBA student
– Start date
– Salary & other benefits
– Deadline for acceptance

• Time to respond job offers
Time to respond is generally something mutually agreed between the candidate and the company. It is important to keep the employer and the MBA Career Services team updated on your decision process.

• IESE’s recommendations to recruiters
– Summer internships: IESE recommends that neither offers nor verbal proposals be made before the start of the Corporate Internship Interview Days (i.e., not prior to Monday, January 8th, 2018). Summer internship offers must be kept open until Friday, February 2nd, 2018, or three weeks after the written offer is received, whichever date is later. From April onwards, companies are less willing to wait for an answer. However, you should not be given less than one week response time.
– Full-time jobs: IESE recommends companies to give students a minimum of three weeks counted from the date of receipt of the written offer to decide on it. In addition, students who are being offered a full-time job after their summer internship, should be given until October 31st of the same year to accept, or three weeks counted from the date of receipt of the written offer, whichever date is later.

• Multiple job offers
Should you receive multiple job-offers, please do not hold on to those that you know you will not accept and communicate your decision in a timely manner.

Upon accepting an offer, verbally or in writing, you should immediately stop participating in any other recruitment process and notify other potential employers and the MBA Career Services team of your unavailability, as your decision may open up positions for your classmates.

• Reneging on job offers
Once a job is accepted, we expect students to keep their word. Reneging on offers has an extremely negative effect on your professional image and on IESE’s community and values. Therefore, we strongly encourage you to reflect before accepting an offer and ask for advice. The Career Services team is here to offer guidance on your decision.
7. Grades disclosure policy

IESE has a non-disclosure policy when it comes to grades. It is left to the student's discretion to decide whether they want to share their grades with the recruiting companies or not.

8. Breach of the Code of Conduct

Breaches of the Code of Conduct will result in a meeting with the Director of MBA Career Services and/or with the head of the MBA program.

Serious breaches of this Code of Conduct may be considered as serious misconduct, and as such may potentially lead to an academic evaluation process before the MBA Committee, as established in the academic policies and procedures that apply to the full-time MBA program. In any case, reneging on an accepted offer will be considered as serious misconduct.

Additionally, reneging on an internship offer could result in the student being cut off from all MBA Career Services for the remainder of the MBA, including participation in on-campus recruitment activities, attending presentations or receiving career advice.
Student services

Health insurance
A comprehensive health insurance policy with service provider AXA (www.axa.com) is included in the tuition fee paid by each student. It comes into effect two weeks before classes start and is valid until May 31 of the year in which the student graduates.

The policy covers a wide range of services, including medical consultation, hospital stays, surgery, pregnancy and birth, pediatrics and gynecology. Healthcare in Spain is provided at the clinics and by the doctors included in the AXA medical network and through a reimbursement system for doctors outside the network. The insurance policy has a reimbursement system for international coverage.

The same cover is available for students’ partners and children who are also residing in Spain. This cover policy is optional and payable by the student.

A list of doctors who speak languages other than Spanish is available for students on the Virtual Campus.

On-campus services
At the beginning of the MBA, students receive their IESE student card. This card provides access to the following services:

Cafeteria:
Your IESE MBA card works as a cash card to pay for drinks and meals at the IESE cafeteria, self-service cafeteria and North Campus restaurant. To use the card, you first need to make a cash deposit at the cafeteria.

• South Campus cafeteria opening hours:
  8 a.m. – 8 p.m., Monday to Friday

• Self-service cafeteria opening hours:
  8 a.m. - 10:30 a.m. for breakfast / 12:15 – 3 p.m. for lunch, Monday to Friday.

Printing, copying and scanning documents
Our IESE card gives you access to the multifunction printers (for photocopying, printing and scanning documents) you will find on every floor of the F building and in the library (G-100). A quick user guide can be found next to the printers.

You can also print from your mobile devices by sending an email to print@iese.edu or accessing the website print.iese.edu from your web browser.

All printing and photocopying will be charged as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black &amp; white copy</td>
<td>€0,045 per page</td>
</tr>
<tr>
<td>Color copy</td>
<td>€0,25 per page</td>
</tr>
<tr>
<td>Document scanning</td>
<td>free of charge</td>
</tr>
</tbody>
</table>

Access to the campus
The IESE campus is open from 7 a.m. to 2 a.m. daily. You must bring your student card to identify yourself with security.

Workrooms
There are many workrooms equipped with PCs with microphone and camera that are available all over the IESE campuses. Students can access these PCs by using their IESE username and password.

Students can book workrooms by logging into their email account (mail.iese.net) or through the online booking system in Virtual Campus. In order to maximize availability for all students, the following rules apply:

• Reservations last a maximum of 2 hours.
• Each student can book up to 3 rooms per week.
• Reservations can be requested no earlier than 7 days in advance.

Library
The IESE Library is located in the G building and it offers a wide range of information resources available to students and a quiet space for studying. The student card is necessary to borrow books.

During the academic year, the library is open from Monday to Friday, 8 a.m. to 10 p.m. On the weekends it is open from 9 a.m. to 8 p.m. The library closes on some public holidays like Christmas and Easter and it has a reduced timetable during the summer months of July and August.

More information is available at library@iese.edu

Study room
There is a study room located in F-101 in the F building. This offers a multi-use space for students who want to study/work in teams or who seek an alternative space to the library.
Lockers
A number of lockers is available for your use at a cost of €1/day, the first five hours being free of charge. They are located in the G building, just after reaching the library (G-100).

You need your student card to rent a locker. Instructions and charges for using the lockers are posted on the Virtual Campus.

Oratory and IESE Chaplaincy
The IESE Chaplaincy provides a context for the spiritual growth of all members of the IESE community, based on Christian values. It is open to everyone.

IESE has two oratories at its Barcelona campus. The South Campus oratory is open Monday through Friday from 07:15 to 21:00; the North Campus oratory is open Monday through Friday from 08:00 to 20:00.

Students can contact IESE Chaplaincy at capellania@iese.edu

Lost and found
Any lost property will be taken to security.

Lost student cards must be reported to the MBA Office by email. The cost of issuing a new card is €6 payable by the student upon receipt in the South Campus cafeteria.

Parking
Your card also entitles you to the discount rate of €6/day (car) or €3/day (motorbike) at the North Campus car/motorbike park. After 11 p.m., there is an overnight stay supplement of €6 (car) or €3 (motorbike). You may park your car on weekends after informing security.

There is free bicycle parking.

There are also two electric charging stations available free of charge. Once the vehicle has been charged, a fee will be applied if you wish to park it in the parking garage.

IT student services
IESE e-mail account
IESE provides students with an IESE ID for life. IESE uses the Microsoft Office 365 platform and each account has a 50 GB capacity. Students can access their account from any Internet browser on computers and mobile devices. Instructions on how to configure the IESE email account can be found in the IT support area of the Virtual Campus.

OFFICE 365 ProPlus
IESE provides students with a licensed Office 365 ProPlus package (Word, Excel, PowerPoint, Outlook, etc.). This
license will be valid during the whole program until graduation. Instructions on how to to install the Office 365 applications can be found at https://portal.office.com.

MBA program platforms

• Virtual Campus: the Virtual Campus is an online platform where students can find all course-related and program-related information. It includes the course calendar, all course materials and links to the different resources available to IESE students. Professors use this portal to deliver all course content, session details, announcements and teaching materials. Students can log into the platform with their IESE email ID and password. The URL is https://campus.iese.edu

• CampusGroups: it is the online campus community that enables clubs to organize their activities, manage events, share a calendar and discuss specific club topics. The URL to access this platform is https://groups.iese.edu/ using the IESE email ID and password. Additionally, CampusClubs is fully accessible on the Virtual Campus through the top frame tab “Clubs”.

• Recruitment Activities: powered by Symplicity, Recruitment Activities is the system that manages all student career activities on campus, including signing up for career counseling sessions, uploading your CV for the class CV book, applying for job postings and signing up for events. Recruitment Activities link is https://iese-csm.symplicity.com/sso/students. The username and password are the same ones students use for all other IESE systems. The full manual on how to use this system can be found in the “IESE Docs” tab of Recruitment Activities.

• IESE CV Builder: this is a tool designed to help students build their CV in a format that is systematically rated by our recruiters as their most preferred. Students who want their CV to be part of the IESE MBA class CV book must build their CV using this tool. The direct link to the IESE CV Builder is http://wwwnet.iese.edu/cvbuilder

Other IT services

WI-FI
Wireless Internet is available for all participants using the IESE Wi-Fi network on both the South and North campuses. IESE strives to maintain secure, robust wireless Internet access. Internet access may cause some websites and applications to be blocked within IESE. Students should contact Education IT Support to request access to blocked applications and websites.

Compatibility kit for Mac users
IESE strives to make sure that all applications support Mac, PCs, tablets and mobile devices. However, some applications needed for class might not be supported on a Mac. In such cases, and as a temporary solution, IESE provides a virtual machine that students can install on their Mac. Students with a Mac should contact Education IT Support to get it installed.

Education IT support
Students who need assistance with any of the services mentioned in this point can use the support lines below:

· Email: EducationSupport@iese.edu
  Monday through Friday, and from 8 a.m. to 8 p.m.

· Phone: 93 602 4042
  Monday through Friday, and from 8 a.m. to 8 p.m.

· Office location: E-108
  Monday through Friday and from 8 a.m. to 8 p.m.
Financial matters

The tuition fee for the first year of the program (academic year 2017-2018) has been set at €40,800. The initial tuition deposit of €10,000 paid before joining the program with the objective of confirming your place will be deducted from the first-year fee when that fee becomes due on October 30, 2017.

The tuition fee for the second year of the program (academic year 2018-2019) has also been set at €40,800 and will be due in full by October 30, 2018.

The tuition fee includes printed materials (cases, outlines and other support material; textbooks are not included) required for the MBA Program, as well as a health insurance policy.

MBA students may pay their tuition fee by bank transfer into the following account:

**Account holder:** IESE Business School
0128 6501 53 0101401382

**IBAN:** ES19 0128 6501 5301 0140 1382

**SWIFT:** BKBKESMMBAR

All payments must include the name of student on whose behalf the payment is made.

Students are expected to pay their tuition fee on time. Students who fail to do so will lose the rights they would otherwise have as participants in the MBA program. This includes access to IESE facilities and classes and connection to IESE systems.

Students who withdraw from the program to rejoin at a later date will pay the fee for the year in which they rejoin the program.

If a student withdraws from the program with no intention of rejoining at a later date, no fees will be reimbursed.
Student leadership

Student Council

At the beginning of the academic year, first-year students elect two of their classmates per section to represent them. Together with the second-year student representatives, they form the Student Council.

The objectives of the Student Council are:

• To improve communication between the MBA student body, the MBA Committee and faculty on academic issues.
• To work with IESE departments (Career Services, Library, Student IT Support, etc.) to help develop new services for students and improve existing ones.
• To help represent the MBA student body within the IESE community.

Elections take place in the fall term of the first year and these positions are held until the end of the second year.

The main responsibilities of section representatives are:

• To act as class spokespersons on issues related to the MBA faculty.
• To be liaisons with the MBA Office and all other departments at the school.
• To take an active role in coordinating student matters.
• To bring any concerns the sections may have to the attention of the section head and the Executive Director.

The Student Council needs dedicated, enthusiastic people to help run activities and represent MBA students within IESE. In order to guarantee continuity during the second year, the students who become candidates for election should not plan to go on an exchange during the second year.

There is a three-stage election process:

1. Any individual student may become a candidate for election.
2. Voting takes place in class via a single, non-transferable vote system.
3. Results are announced immediately after class.

The whole process is facilitated by the second-year representatives with the support of the MBA Office.

Professional club leadership

Professional clubs at IESE are managed by students with the help of the Career Services team and have the mission of increasing knowledge about the sector among club members and building and maintaining company relationships.

Depending on the club’s level of activity, each professional club has one president, between one and five vice presidents, and a treasurer. At least 25% of club leaders should have experience in the sector.

There can only be one president and they are the primary point of contact with Career Services and other IESE staff members. This person is responsible for managing the club leadership team and the club budget. Given that running a club remotely is not viable, presidents should not plan to go on an exchange.

A maximum of five students can be appointed club vice presidents and the number will depend on the size of the club. Their responsibilities (trek organization, mock interviews, events, etc.) are proposed by the president.

The treasurer is responsible for the club budget and fundraising.

Every professional club has a Career Services mentor who oversees the club and supports its activities. Mentors also ensure continuity.

Detailed information is available in the IESE professional clubs policies and procedures.
**Class president**

Towards the end of the second academic year, students decide who they want to represent them within the IESE Alumni Association. The class president and their team are responsible for the following:

- Delivering the graduation speech.
- Holding the class together after graduation.
- Maintaining contact between IESE and the class and representing the class in IESE’s governance structure.
- Coordinating the class gift.

The election committee is composed entirely of first-year Student Council members in order to keep the election process unbiased. The election committee sets the deadlines for this process and runs the elections.

Incoming exchange students are not eligible to vote.

**MBA Awards**

The IESE community thrives on the contributions made by its members in countless, often invisible, but extremely valuable ways that the MBA Committee recognizes through the MBA Awards.

The MBA Awards were launched in 2015 to celebrate the numerous contributions and spirit of generosity and service that reflect the program’s culture. This honor is awarded to MBA students who, in the two years of their MBA, make an extraordinary contribution to their classmates, IESE and the broader community in line with the school’s mission and values. These students are also expected to have shown great academic achievement.

Nominations may come from anyone within the IESE MBA community (students, faculty and staff members) and should include a brief explanation of the type and scope of contributions made by the nominee. Anonymous and self-nominations are not accepted.

Nominations are reviewed by an Award Committee made up of two faculty members and a representative of the MBA.

The IESE MBA Award is presented at the dean’s farewell address in April.