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Management College Board meeting
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REGULATION

**FOR TRAINING AND QUALIFICATION INTERNSHIPS
IN MANAGEMENT PROCEDURES**

**"HOTEL SCHOOL" HOTEL MANAGEMENT COLLEGE
AND IT'S STRUCTURAL**

**UNIT FURTHER VOCATIONAL EDUCATION AND TRAINING EDUCATIONAL
INSTITUTION "HOTEL BUSINESS ORGANISATION SCHOOL"**

*Developed in accordance with the
Vocational Education Law
Article 7, paragraph 4 and 31, the sixth paragraph and
November 20, 2012 Cabinet of Ministers Regulation No. 785*

RIGA 2016

CONTENTS

I. General provisions	3
II. Admission to internship	3
III. Requirements for the place of internship	4
IV. Internship's organization procedure	4
V. Emergency situation act	6
VI. Requirements for internship reports and submission	6
VII. Defence of internship report un evaluation procedure	7
VIII. Attachments	8
Attachment 1. The first level of higher education study programme "Hospitality Management" Internship programme	8
Attachment 2. Continuing vocational education programme "Hotel services" Internship programme	14
Attachment 3. Example of an Internship agreement	18
Attachment 4. Example of an Internship diary	20
Attachment 5. Trainee characteristics model	21
Attachment 6. Internship's report cover page sample ("Hospitality Management ")	22
Attachment 7. Internship's report cover page sample ("Hotel Services")	23

1. GENERAL PROVISIONS

1.1. Terms used in regulations:

- 1.1.1. **educational internship** - the vocational education of programme's practical part in an educational institution or outside it, with the exception of qualification internship;
- 1.1.2. **qualification internship** - the final part of practical acquisition of the the vocational training programme (professional skills and abilities) before the state examination of professional qualification;
- 1.1.3. **trainee** - student, who is in accordance with the relevant vocational education programme's acquisition is located within educational or qualification institution, accompanied by a merchant or an association (hereinafter - the place of internship).

1.2. Regulation aim and targets.

1.2.1. This Regulation is designed to assist in the internship's organization with the parties involved, determining every period's process sequence. Regulation establishes criteria which students and apprentices must follow in order to get admission to the internship, defines requirements for the place of internship, determines process order for organizing trainees training and qualification practice, provides guidance for action in emergency situations, as well as defines the requirements for internship reports and defence. Also regulation includes necessary document samples for the internship organization.

1.3. Regulation's act:

1.3.1. Regulation governs the internship organization:

1.3.1.1. "HOTEL SCHOOL" Hotel Management College (hereinafter - HOTEL SCHOOL) implemented by the 1st level higher education study programme "Hospitality Management";

1.3.1.2. HOTEL SCHOOL departments of professional training and in-service training institutions "Hotel business organization School" (hereinafter - VBOS) implemented by continuing professional education programme "Hotel services".

2. ADMISSION TO INTERNSHIP

2.1. HOTEL SCHOOL and VBOSS admit to practice students and apprentices who meet the following requirements:

2.1.1. student / apprentice without financial debts for education / for tuition fees and for other educational institutions services provided;

2.1.2. student / apprentice doesn't have unjustified lectures /missed lessons and individual lectures/ his/her total amount of missed lectures does not exceed 30% of the whole course/ subjects total amount of classes in the semester/training plan for the work load;

2.1.3. student/apprentice acquires selected education programme successfully and to the full extent provided by semester lectures / lessons plan or individual study plan;

2.1.4. foreign student / apprentice must attend an induction programme "Latvian language basics for foreigners" and obtain a successful evaluation, if a foreign student / apprentice is qualifying for the educational institution offered internships in Latvia. This requirement does not apply if the foreign student / apprentice finds his/her own internship place in Latvia (which the educational institution accepts).

2.2. Admission to the internship is approved by the education authorities of the Director's order.

• 3. REQUIREMENTS FOR THE PLACE OF INTERNSHIP

- **3.1. The place of internship can be only an institution, a merchant or an association, whose core business is the provision of hospitality services** (accommodation, catering, recreation organization) or its hospitality services are an integral part of the services provided (e.g., travel services, passenger transportation).

• 4. INTERNSHIP'S ORGANIZATION PROCEDURE

- 4.1. Internship's opening and closing dates are planned by educational institutions deputy director according to the study programme / training plan.
- 4.2. In internships organization participate an educational institution, place of internship and trainee.
- 4.3. For internship organization **the following basic documents** are required (hereinafter - the internship documents):
 - 4.3.1. Internship programme;
 - 4.3.2. Agreement on educational internship between trainees, vocational educational institution and the place of internship
 - 4.3.3. internship diary;
 - 4.3.4. trainee characteristics;
 - 4.3.5. Internship report.
- 4.4. **For the internship organization in Latvia the following additional documents are required** (hereinafter - other documents):
 - 4.4.1. a certificate for the course "The minimum hygiene requirements for food companies' hearing (according to 29.09.2015 Cabinet Regulation No. 545" Food business workers engaged in training procedures for food hygiene");
 - 4.4.2 health book (according to 27.11.2001. Cabinet Regulations Nr.494 "Regulations on work related to the potential health risk to others and where employed workers are subject to mandatory health examinations".
- 4.5. **For the internship organization abroad the following additional documents are required** (hereinafter - the other documents):
 - 4.5.1. An entry visa issued by the required country's embassy and / or residence and work permit;
 - 4.5.2. Accident insurance.
- 4.6. Before the approval of the trainee **place of internship may ask for the trainee's CV presentation** (in Latvian or in foreign languages in case of abroad internship) or to fill a specific application form sample (hereinafter - application documents). Student /apprentice who is applying for educational institutions offered internships, is obliged to prepare all application documents as required and on time (no later than the previously announced time deadlines) and to send them to e-mail address: internships@hotelschool.lv. Otherwise, the education institution is not required to provide students /apprentices with

internships - the student / apprentice must look for compliant places of internship independently.

- 4.7. Before the approval of the trainee **place of internship can arrange interviews with potential candidates** (in person or via Skype technology etc.). Student / apprentice who is applying for educational institutions offered internships, is obliged to arrive at the agreed time for an interview or notify (send a letter to this e-mail address: internships@hotelschool.lv) about the circumstances because of which the student / apprentice can not be on time for the interview. Otherwise, the educational institution is not required to provide students / apprentices with internships - the student / apprentice must look for compliant places of internship independently.

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- **4.8. Educational institution:**

- 4.8.1. It provides trainee with internship or accepts trainee's selected internship;
- 4.8.2. presents to trainees internship goals, objectives and evaluation criteria, as well as with his/her rights and obligations during the internship;
- 4.8.3 appoints a supervisor - vocational educational institution employee who controls the course of the internship and provides support to the trainee during the placement in accordance with the approved internship programme;
- 4.8.4. after educational internship, based on the trainee's internship documents submitted by the trainee presentation, evaluate the educational internship.

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- **4.9. Trainee:**

- 4.9.1. gets acquainted with the internship documents;
- 4.9.2. if necessary, prepares and submits the application documents, takes part in discussions, as well as submits other documents;
- 4.9.3. before internship gets acquainted with the internal procedures and labor protection requirements for the place of internship and comply with them
- 4.9.4. completes internship programme's tasks properly and complies with supervisor's guidance;
- 4.9.5. draws up internship's report and together with the internship diary and trainee's characteristics submits to the educational institution;
- 4.9.6. presents internship results in accordance with the educational institution requirements .

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- **4.10. Place of internship:**

- 4.10.1. provides the trainee with internship programme, as well as occupational health and safety requirements, fire safety and sanitary-hygienic regulations proper job place;

- 4.10.2. appoints a supervisor - in the corresponding profession working internship site representative who monitors the internship process, approves trainee's entries in the internship diary or internship report and prepares trainee's characteristics;
 - 4.10.3. provides trainee training in labor protection issues, including induction and instructions at the place of internship , as well as carries out fire safety instruction and provides supervision of trainee until he/she acquires methods and techniques for safe work environment;
 - 4.10.4. considers trainee's completed work, draws up characteristics, confirms trainee's internship prepared report and records in internship diary, by the end of the internship trainee shall receive separately prepared recommendation letter.
 - 4.10.5. Before the internship the educational institution representative, a representative of the place of internship and trainee enter into a tripartite agreement on setting out all parties rights and obligations, internship duration and termination conditions. If the student is underage, his/her contract for educational internship concludes trainee's legal representative.
- 4.12. The trainee may conclude bilateral agreements on mutual settlement of accounts with the place of internship.

• 5. EMERGENCY SITUATION ACT

- 5.1. The trainee is obliged to immediately notify his/her absence and the reasons to the place of practice and educational institution (sending a letter by e-mail: internships@hotelschool.lv).
- 5.2. Trainee has the right to abandon the practical works, if working conditions pose a threat to personal or surrounding human health and life, by giving notice to the educational institution.
- 5.3. Changing the place of practice, a trainee must prepare a motivated application in two copies, one addressed to the place of internship where the trainee terminates his/her practice responsibilities, and the other for the attention of the educational institution. The application must be given in hand to the internship supervisors, or to be sent by post or by e-mail.
- 5.4. Educational institution has the right to withdraw the trainee from the internship placement by notifying the place of internship where there are trainee's life or health-threatening conditions identified.
- 5.5. Place of internship has the right not to allow the trainee to perform the training tasks, by notifying the educational institution if the student fails to comply with the instructions of practice placements for carrying out internal rules, safety or security requirements.

• 6. REQUIREMENTS FOR INTERNSHIP REPORTS AND SUBMISSION

- 6.1. Requirements for internship report's structure and presentation are described in HOTEL SCHOOL methodical resource "Work study presentation". They also apply to VBOSS students developed practice reports, except for the title page presentation.
- 6.2. **In the internship report's introductory part** trainee must put information about the place of internship - its location, its compliance with the hospitality industry's classification; infrastructure and technical resources, organizational structure and human resources employed; services provided; guest segments and flow, partners, corporate culture standards.
- 6.3. Internship report chapters and sub-content must conform to the internship programme. They sequentially describe all points of the internship programme, include the analysis of learned and seen working techniques at the place of internship. Particular attention should be paid to the description of his/her own achievements and lessons learned in practice. If it is not possible to clarify some of the points of the programme motivated reasons, it should be described in theory, indicating all sources of information.
- 6.4. It is recommended to include pictures in the internship report, which characterize the working environment and which show how trainee performs work duties. It is also recommended to add used documentation samples, promotional materials. However, the internship report can not consist mostly from different document copies. They should be added as illustrative or explanatory material.
- 6.5. In summary, the trainee sequentially should consider what professional competence has been acquired as a result of an internship, evaluate the quality of delivered work, as well as include proposals for further improvement of professional skills and personal growth.
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- 6.6. The internship report fully completed in a single copy printed and bound with a spiral together with a completed internship diary and the characteristics description must submit to an educational institution within one week after the end of internship.
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7.DEFENCE OF INTERNSHIP REPORT UN EVALUATION PROCEDURE

- 7.1. After receiving the report the practice supervisor (from educational institution) organizes internship's report defence. The defense can be organized in various forms - either as a traditional presentation in front of audience as well as trainee prepares a stand for the exhibition. Information about the defense's form, venue and time and day is placed in a prominent place (on a bulletin board in HOTEL SCHOOL) and the Internet: www.hotelschool.lv. Supervisor discuss in advance with trainee planned defense sequence.

- 7.2. Internship defense is evaluated by the educational institutions Director's committee with the participation of the educational institution director or deputy director, supervisor and at least one of the teachers. In addition to the internship report defense may be invited sector practitioners from hospitality businesses.
- 7.3. Internship defense is recorded. Protocols shall record the commission assigned marks (mark in a 10-point scoring scale).
- **7.4. Evaluation takes place according to the following criteria:**
 - 7.4.1. Internship report is submitted within the deadline;
 - 7.4.2. Internship report content, structure and design meet the requirements;
 - 7.4.3. both entries in the internship diary and internship report content confirms that the student / apprentice has met the objectives of the programme tasks;
 - 7.4.4. student / apprentice's ability to present his internship report, answer additional questions and defend the received recognition during practice indicate that the student / apprentice has completed internship on his/her own, has thought through all the experience gained during the internship and draws all the consequences;
 - 7.4.5. trainee characteristics (review), is provided by the supervisor of the place internship, shows that the student did not violate labor discipline during the internship, the student has demonstrated his personal skills and professional competencies with work in the hospitality industry.
- 7.5. In determining the final mark, the supervisor's (from the place of internship) evaluation is permissive.
- **7.6. After the internship defense end** student / apprentice must submit to educational institution visual materials used in defense (such as a Power Point presentation copy, stand photo print, etc.)
- 7.7. By the end of the internship defense students / apprentices internship report and visual materials used in defense are stored for one year in HOTEL SCHOOL archive and then are destroyed by HOTEL SCHOOL significant order.

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Director

I. Zimnikova

Student's Internship plan	
	Study internship
Name in the English language: Requirements before the internship: Term:	Work-based Experience Successfully fulfilled all requirements to study courses In the first term: <ul style="list-style-type: none"> • Preparatory lectures before the internship during the first term; • In the end of the first term, study internship in the hospitality enterprise in Latvia; • Preparation and defence of the internship report. Credit value is 4CP. In the second term: <ul style="list-style-type: none"> • preparatory lectures before the internship during the second term; • in the end of the second term study internship in the hospitality enterprise abroad (or in Latvia in case if intern is not able to go abroad) ; • Preparation and defence of internship report. Credit value is 12CP. <p>Organisation of internship helps students to get acquainted with standards of international hospitality related enterprise, get first practical work experience, which has been acquired on the local level and which could be improved abroad.</p>

The aim of study internship:

To extend knowledge and skills, which were obtained during the study period by executing the responsibilities of hospitality service organiser in the real work environment.

Expected study results:

By successfully acquiring this course, student will be able:

Knowledge	<ol style="list-style-type: none">1. to understand the requirements of study internship;2. to understand the standards and classification of hospitality enterprises; of services and staff as well as responsibilities;3. to understand the basic elements of hospitality product.
Skills	<ol style="list-style-type: none">1. to agree with the employer about the internship;2. to execute work responsibilities independently;3. to work in a team;4. to identify and to solve problems by using effective strategies of conflict solving;5. to use terminology in the official language and other two foreign languages.6. to use office equipment, computer programmes for hotel management, cash register and credit card terminals7. to prepare documents related to labor obligations in accordance with regulatory requirements and recordkeeping.
Competences	<ol style="list-style-type: none">1. to evaluate their own ability to use in practice the knowledge and skills acquired during the learning process;2. to cooperate with customers, staff and stake holders;3. to evaluate the performance of his/her team, to be responsible for the result;4. to organize the work of departments in the hospitality related enterprise, , observing work organisation in these departments;5. to use tools and techniques that contribute to sales and trade development;6. to promote the improvement of customer oriented standards in the enterprise service culture;7. to evaluate the performance of service work in the hospitality company, offering the necessary changes;8. to offer suggestions for improving the work of the enterprise;9. to comply with the requirements of work and environment protection, internal rules of the company, the terms of self-control system (HACCP)10. . to comply with the norms of legal relations,by maintaining environment friendly and sustainable development of the enterprise.

Stages of internship	Tasks
Study Internship in Latvia	<p>TASK 1: GETTING TO KNOW YOUR PLACE OF INTERNSHIP</p> <ul style="list-style-type: none"> • rules of labor regulations; • safety rules; • requirements for occupational hygiene; • labor and environment protection; • fire safety and electrical safety. <p>TASK 2. SPECIF FEATURES OF HOSPITALITY RELATED ENTERPRISE</p> <ul style="list-style-type: none"> • location; • compliance with the classification adopted in hospitality working field; company's infrastructure and material, technical base; • organizational structure of the company and human resources employed; company's products and services; • guest segment and guest flow; • company's collaboration partners; • company's corporate culture standards. <p>TASK 3: HOSPITALITY ENTERPRISE'S ORGANIZATION OF STRUCTURAL UNITS</p> <p>Food and Beverage Department</p> <ol style="list-style-type: none"> 1. Structure of the hotels department of food and beverage, duties and responsibilities of department manager and other staff; 2. planning of food and beverage department; 3. hotel's operating standards for food and beverage department; 4. kitchen and dining room staff training, evaluation of work; 5. cash register systems and documentation; 6. process of food quality control; 7. applicable law requirements. <p>Maintenance department</p> <ol style="list-style-type: none"> 1. Structure of the hotel maintenance department, duties and responsibilities of the head of the department and other staff; 2. planning of the hotel maintenance department; 3. operating standards for the maintenance department; 4. maids, cleaners and other staff training, as well as evaluation of work; 5. purchase of certified cleaning products and equipment, storage and use; 6. maintenance service documentation 7. applicable law requirements. <p>Reception</p> <ol style="list-style-type: none"> 1. Structure of the reception department, the duties and responsibilities of department manager and other staff; 2. Planning of reception department's work; 3. operating standards for the reception department; 4. reception staff training and evaluation of work; 5. basic hotel services sale and additional offers; 6. reception service records; 7. hotel management computer programmes; 8. payment transactions; 9. applicable law requirements. <p>Coordination of structural units cooperation</p>

	<ol style="list-style-type: none"> 1. Information exchange between structural units of the company and the revenue process documentation; 2. Structural units co-operation in solving guests problems. <p>TASK 4: PREPARATION AND DEFENCE OF INTERNSHIP REPORT</p> <ul style="list-style-type: none"> • preparation of internship report in accordance with the requirements, which were approved by the internship supervisor at the place of internship; • submission of internship report, internship diary and characteristics of intern to the internship supervisor in the education establishment; • defence of internship report in front of the commission.
Study Internship abroad	<p>TASK 1: GETTING TO KNOW YOUR PLACE OF INTERNSHIP (12 credit points)</p> <ul style="list-style-type: none"> • rules of labor regulations; • safety rules; • requirements for occupational hygiene; • labor and environment protection; • fire safety and electrical safety. • legal commitments and partnerships of an enterprise. <p>TASK 2: SPECIFICS OF A HOSPITALITY COMPANY</p> <ul style="list-style-type: none"> • company's location; • compliance with the classification adopted in hospitality working field; company's infrastructure and material, technical base; • organizational structure of the company and employed human resources; company's products and services; • guest segment and guest flow; • company's collaboration partners; • company's corporate culture standards. <p>TASK 3: HOSPITALITY ENTERPRISE'S ORGANIZATION OF STRUCTURAL UNITS</p> <p>Food and Beverage Department</p> <ul style="list-style-type: none"> • Structure of the hotels department of food and beverage, duties and responsibilities of department manager and other staff; • planning of work of the food and beverage department; • hotel's operating standards for food and beverage department; kitchen and dining room staff training, evaluation of work; • the basic principles and the process of menu design; conferences, banquets and other events organization; supply and food storage organization; • cooking process control; cash register systems; • food and beverage department documentation; applicable law requirements. <p>Maintenance department</p> <ul style="list-style-type: none"> • Structure of the hotel maintenance department, duties and responsibilities of the head of the department and other staff;

	<ul style="list-style-type: none"> • planning of the hotel maintenance department; • operating standards for the maintenance department; • maids, cleaners and other staff training, as well as evaluation of work; • purchase of certified cleaning products and equipment, storage and use; other hotel material and technical resources provision organization; • effective management of material and technical resources of the hotel; warehouse work organization; • stocktaking; • maintenance service documentation; applicable law requirements. <p>Reception</p> <ul style="list-style-type: none"> • Structure of the reception department, the duties and responsibilities of department manager and other staff; • Planning of reception department's work; • operating standards for the reception department; reception staff training and evaluation of work; • basic hotel services sale and additional offers; • revenue management to increase apartments occupancy and profit; • guest satisfaction survey; reception service records; • hotel management computer programmes; payment transactions; • applicable law requirements. <p>Coordination and cooperation of structural units</p> <ul style="list-style-type: none"> • Information exchange between structural units of the company and the revenue process documentation; • Structural units co-operation in solving guests problems. • Structural units control of work • reports on structural units cooperation, data analysis process; structural units budget planning and its usage control. <p>TASK 4: PREPARATION AND DEFENCE OF INTERNSHIP REPORT</p> <ul style="list-style-type: none"> • preparation of internship report in accordance with the requirements, which were approved by the internship supervisor at the place of internship; • submission of internship report, internship diary and characteristics of intern to the internship supervisor in the education establishment; • defence of internship report in front of the commission.
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PROGRAMME OF QUALIFICATION INTERNSHIP

Name: qualification internship

Total number of hours: 240

Objective:

The objective of the qualification internship is to strengthen and to supplement theoretical and practical knowledge in the sphere of hotel services as well as to develop professional skills in the chosen profession, gaining experience, which corresponds to the study programme and job market requirements.

Tasks:

1. Get familiar with the internship enterprise and its organisation by describing:
 - a. location and classification;
 - b. infrastructure, material and technical base;
 - c. organisational structure (departments, their functions, number of employees and professional qualification, subordination of employees) ;
 - d. hospitality services, their historical development and plans for the future;
 - e. guest segmentation and flow;
 - f. cooperation partners (providers of external services, subtenants, suppliers and others);
 - g. corporate style and ethics of guest services.
2. Get familiar with the work of the corresponding department by describing:
 - a. the aims of work of the department, volume of work and work that has been done;
 - b. work division among employees;
 - c. cooperation with other departments of enterprise;
 - d. organisational documents regulating work.
3. To do internship assignments according to the programme of internship, acquiring skills, which are necessary for the profession; make regularly notes about it in the internship diary.
4. To evaluate work of departments and work efficiency as well as to offer suggestions how it should be improved.
5. To evaluate the process of internship (success and mistakes) and results, taking into account:
 - a. contribution of intern to the work of enterprise;
 - b. professional development of intern.
6. Prepare internship report.

No	Topic	Subtopic	Number of hours
1.	Familiarisation with Internship placement	<ul style="list-style-type: none">• internal rules of work;• job and environment protection;• fire security and electric security;• job security rules;	8

		<ul style="list-style-type: none"> • requirements for job hygiene; 	
2.	Special features of hospitality enterprise	<ul style="list-style-type: none"> • enterprise classification and standards; • infrastructure, material and technical base of enterprise; • organisational structure and involved human resources; • products and services of enterprise; • guest segment and flow; • partners of enterprise; • corporate style and ethics of enterprise 	24
3.	Providing hospitality services	<ul style="list-style-type: none"> • receiving and processing reservation applications; • guest reception: meeting guests; • registration of guests; • informing guests about services, which are available in the enterprise (as well as SPA services and recreation programme for guests) and services, which are available in the area of enterprise; • processing complaints of guests; • payment settlement with guest during the check-out; • conducting surveys of guest satisfaction and evaluation of obtained results, preparing suggestions how the work of enterprise should be improved; • creating and activation of guest case; accounting of guest reception and night audit; • using software of hotel management; preparation of premises for guest reception: 	200

		<p>using certified detergents and equipment;</p> <ul style="list-style-type: none"> • conducting work according to the type of cleaning; • completing documentation of cleaning; servicing of guests in restaurant and bar: preparation of sales area for guest reception; • everyday serving of tables and table serving for banquets; • receiving orders of reservation; meeting guests; • offering dishes in accordance with menu; • serving dishes and drinks; • payment settlement with guests; using equipment of bar; • preparation and serving of cocktails; • preparation and serving of bar snacks ; • recreation organisation of guests: • preparation of recreation programme taking into account the age of each guest; • informing guests about the activities of recreation programme; • execution of recreation programme activities; • providing additional services: • preparation of premises and technical equipment for conferences; • assistance during the conferences; • observation of organisational principles of supplies and warehouse 	
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		activities; <ul style="list-style-type: none"> • completing accounting documentation in accordance with the principles of record keeping; • advertising of products and services of enterprise. 	
		Total number:	232
4.	Preparation and submission of the report;	<ul style="list-style-type: none"> • preparation and design of internship; • internship report submission to internship supervisor at the education establishment; • internship report defence. 	8
		Total number:	240 hours

Attachment No.3

Example of an internship agreement

INTERNSHIP AGREEMENT

Riga, 201__ year _____

_____, reg. Number in the register of education establishments: _____, address: Smilsu Street 3, Riga, telephone: 67213037, hereinafter called EDUCATION ESTABLISHMENT, which is represented by the supervisor of internship _____, who is acting according to the order of director number _____ from _____.),

_____, reg. number: _____, address: _____, telephone _____, hereinafter called PLACE OF INTERNSHIP, which is represented by the executive _____, who is acting according to _____ and _____

_____ personal number _____, hereinafter called INTERN, hereinafter together called PARTIES, have agreed on the following:

1. OBJECT OF THE AGREEMENT

- 1.1. PARTIES have agreed about the cooperation in the organization of the internship, hereinafter called INTERNSHIP, which is planned in the study programme
“ _____ ”, which is executed by the education establishment.
- 1.2. EDUCATION ESTABLISHMENT sends and PLACE OF INTERNSHIP ensures to the INTERN a working place, which corresponds to the programme of the INTERNSHIP as well as job security requirements, fire security, sanitary and hygiene norms.
- 1.3. PARTIES have agreed about the period of internship from _____ to _____, which corresponds to the standards.
- 1.4. The aim of the internship is to strengthen and supplement theoretical as well as practical knowledge of the INTERN, to develop professional skills in the chosen profession, gaining experience, which corresponds to the study programme and job market requirements as well as to give information to the INTERN, which is necessary for preparation of the internship report.

2. RIGHTS AND RESPONSIBILITIES OF THE PARTIES

2.1. EDUCATION ESTABLISHMENT:

- 2.1.1. ensures professional preparation of the INTERN, instructs about the general job security rules (labour law rules, job security, sanitary and hygiene norms and fire security rules) as well as instructs INTERN about his/her rights and responsibilities during the INTERNSHIP by registration in the corresponding registers before the beginning of the INTERNSHIP;
- 2.1.2. assigns internship supervisor – tutor, who is coordinating and controlling the process of INTERNSHIP;
- 2.1.3. develops the programme of INTERNSHIP, introduces it to the INTERN and PLACE OF INTERNSHIP;

- 2.1.4. in case if at the PLACE OF INTERNSHIP there exist circumstances, which endanger life and health of the INTERN, education establishment can withdraw INTERN, informing the PLACE OF INTERNSHIP, from the PLACE OF INTERNSHIP until these

- circumstances would be eliminated;
- 2.1.5. is entitled to accept only such INTERN'S internship report, which is accepted by the PLACE OF INTERNSHIP .

2.2. PLACE OF INTERNSHIP

- 2.2.1. ensures to the INTERN working place, which corresponds to professional standards of INTERNSHIP programme and standards of the profession of hotel services _____ as well as which corresponds to job security rules;
- 2.2.2. assigns the supervisor of internship at the PLACE OF INTERNSHIP, who is leading the work of the INTERN, gives consultations according to the programme of the INTERNSHIP;
- 2.2.3. instructs INTERN about the job rules, security rules, hygiene of the job, job protection and fire security;
- 2.2.4. provides all materials to INTERN, which are needed for INTERNSHIP, work equipment, protecting clothing and special means ;
- 2.2.5. observes the work of the INTERN, makes characteristics of the INTERN, approves the INTERNSHIP report and notes made in the INTERNSHIP dairy, in the end of the INTERNSHIP gives the INTERN specially prepared recommendation – characteristics;
- 2.2.6. does not give assignments to the INTERN, which do not correspond to the assignments of the INTERNSHIP;
- 2.2.7. informs the EDUCATION ESTABLISHMENT about the cases when INTERN does not observe the job rules at the PLACE OF INTERNSHIP as well as accidents at the PLACE OF INTERNSHIP and in case of necessity can allow INTERN no to do assignments of the INTERNSHIP, informing about that the EDUCATION ESTABLISHMENT ;
- 2.2.8. has a right to refuse to follow obligations, which are listed in the present agreement, informing about that the EDUCATION ESTABLISHMENT, in case if the INTERN repeatedly does not follow the instructions at the PLACE OF INTERNSHIP, does not observe job security and job protection rules.

2.3. INTERN should:

- 2.3.1. do the INTERNSHIP assignments and observe the job rules at the PLACE OF INTERNSHIP, do the work qualitatively and observe deadlines set by the PLACE OF INTERNSHIP, observe the instructions given by the internship supervisor, observe job security requirements, be attentive when using the equipment at the PLACE OF INTERNSHIP, observe the principles of confidentiality, prepare documents, which are necessary for INTERNSHIP (diary and internship report) and submit them in the due time to the EDUCATION ESTABLISHMENT;
- 2.3.2. in case if INTERN is not able to come to the PLACE OF INTERNSHIP, he/she should inform the PLACE OF INTERNSHIP as well as to explain the reasons of his/her absence;
- 2.3.3. inform the EDUCATION ESTABLISHMENT about the cases when the PLACE OF INTERNSHIP does not follow the obligations listed in the present agreement;
- 2.3.4. INTERN has a right to refuse to do INTERNSHIP assignments, informing about that the EDUCATION ESTABLISHMENT, in case if working conditions endanger the personal life and health as well as endanger lives and health of other people;
- 2.3.5. in case if INTERN is willing to change the PLACE OF INTERNSHIP, he/she should prepare motivated application in two copies. One copy should be submitted at the PLACE OF INTERNSHIP, where the INTERN ceases to do INTERNSHIP assignments. The other copy should be submitted at the EDUCATION ESTABLISHMENT. Application should be submitted personally to the internship supervisor or it should be sent by post or by e-mail.

3. ADDITIONAL CONDITIONS

- 3.1. If one of the PARTIES is willing to terminate the agreement, in case of not observing some of the statements of the present agreement, violation of statements should be recorded in written form and about the agreement termination unilaterally the party informs the other PARTIES in written form at least five days in advance. In case of the agreement termination, PARTIES should fully fulfill all obligations, which had appeared before the moment of termination of the present agreement. The guilty PARTY, which has violated the statements and because of which has been terminated the agreement, should cover all direct losses.
- 3.2. All disputes which may arise should be solved by negotiations. If PARTIES are not able to settle dispute within one month, disputes should be solved according normative acts of the Republic of Latvia.
- 3.3. All amendments are valid only in case if they are recorded in written form and signed by all PARTIES.
- 3.4. Agreement is considered to be valid from the moment of its signing by the PARTIES and stays valid until all obligations of the PARTIES would be made .
- 3.5. Agreement is prepared in three copies. One copy is kept at SCHOOL, the second at the PLACE OF INTERNSHIP, the third copy keeps the INTERN. All copies have equal legal force.

4. DETAILS AND SIGNATURES OF THE PARTIES

EDUCATION
ESTABLISHMENT

Reg.number of education establishment:

Address: Smilšu Street 3, Riga, LV-1050

Telephone: 67213037

E-mail: info@hotelschool.lv

<http://www.hotelschool.lv>

Attachement No.4

Attachement No.4
Example of an internship diary

EDUCATION ETABLISSEMENT	<div style="text-align: right;">N.Vikluk</div> <p>Reg.number of education establishemnt: Address: Smilsu Street 3, Riga, LV-1050 Telephone: 67213037 E-mail: info@hotelschool.lv http://www.hotelschool.lv</p>
PLACE OF INTERNSHIP	<p>Reg.number: Address: Telephone: E-mail: http:</p>
INTERN	<p>Personal number: Address: Telephone: E-mail:</p>

CHARACTERISTICS OF INTERN

Intern's name, surname: _____

Place of internship: _____

Internship supervisor (name, surname, position): _____

Period of internship: from _____ to _____

Assessment criteria	On the high level	On the sufficient level	On the low level
Theoretical preparation of intern - <i>whether intern has knowledge, which is necessary for internship responsibilities fulfillment. What is the level of these knowledge?</i>			
Work capabilities – <i>whether intern is capable to apply his/her knowledge and skills in real job situations?</i>			
Work quality – <i>whether intern fulfills all tasks of internship in correspondance with standarts, which are used in the profession?</i>			
Attitude towards responsibilities– <i>whether intern is responsible, observes deadlines and instructions?</i>			
Communication skills – <i>whether intern is capable to show empathy in communication with colleagues and guests, observes fundamental professional principles as well as basic principles of ethics in everyday communication?</i>			

Comments about professional development of the intern during the internship:

Recommendations of internship supervisor for further improvement of knowledge and skills:

Date: _____ Signature: _____

PSH

ASSESSMENT CRITERIA:

High level - Intern corresponds to all requirements and standards, does all work independently, demonstrates his/her theoretical knowledge and skills.

Sufficient level – Intern mostly corresponds to requirements and standards. Sometimes he/she is not able to fulfil all tasks independently, however, demonstrates sufficient knowledge and skills.

Low level –Intern does not correspond to requirements and standards, shows his/her knowledge and skills on the low level.

Attachement 6.

Attachement No.6

Internship's report cover page sample ("Hotel administration")

"HOTEL SCHOOL"	
COLLEGE OF HOTEL BUSINESS	
PROGRAMME OF THE FIRST LEVEL OF HIGHER EDUCATION	
"HOTEL MANAGEMENT"	
<i>Student's name and surname</i>	
Group: <i>Number</i>	
INTERNSHIP REPORT	
<i>Place of internship</i>	
Period of internship: <i>from - to</i>	
Internship supervisor (in the location of the internship):):	
<i>Name, surname</i>	

Internship's report cover page sample ("Hotel services")

PROFESSIONAL EDUCATION ESTABLISHMENT OF PERFECTION AND FURTHER
EDUCATION
"SCHOOL OF HOTEL BUSINESS ORGANIZATION"
PROFESSIONAL PROGRAMME
"HOTEL SERVICES"

Student's name, surname

Group: *Number*

INTERNSHIP REPORT

Place of internship

Period of internship: *from - to*

Internship supervisor (in the location of the internship):
Name, surname

Riga 2016