

HOTEL SCHOOL



"HOTEL SCHOOL" Hotel Management College

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APPROVED

"HOTEL SCHOOL" Hotel Management College

Council Meeting October 25, 2019

Protocol 4-16/1

with amendments, which are reinforced

"HOTEL SCHOOL" Hotel Management College

Council Meeting May 30, 2022

Protocol no. 4-8/2

Riga, November 1, 2019

No 4-3/3

INTERNSHIP ORGANIZATION PROCEDURE AT "HOTEL SCHOOL" HOTEL MANAGEMENT COLLEGE

*Developed in accordance with
Regulations of the Cabinet of Ministers of March 20, 2001 No. 141
Vocational Education Law
Article 7, Paragraph 4 and Article 31, Paragraph Six, and
Regulations of the Cabinet of Ministers of 20 November 2012 No. 785*

I GENERAL PROVISIONS

1. Terms:
 - 1.1. **Study internship:** the acquisition of the practical part of the corresponding vocational education programme outside the premises of the educational institution;
 - 1.2. **Intern:** a student who takes part in the internship within an institution, business or an association (hereinafter – internship placement) in accordance with the practical part of the corresponding vocational education programme.
2. This procedure (hereinafter – the Procedure) is designed to assist the parties involved in the organization of study internships by setting out each internship stage. The Procedure outlines the criteria that students must fulfil in order to receive a permission to undertake the internship, it defines the internship placement and determines the arrangements for organizing the internship placements and the rights and duties for each involved party, it provides guidance in emergency situations, as well as defines the requirements for the development and advocacy of

an internship report. The Procedure also contains the examples of documents that are necessary for the internship organization process.

3. The Procedure states the organization of the 1st level higher professional education study programme "Hospitality Service Organization" implemented by "HOTEL SCHOOL" Hotel Management College (hereinafter - HOTEL SCHOOL)

II. INTERNSHIP REQUIREMENTS

4. College grants admission to an internship to a student who meets following requirements:
 - 4.1. student **has no financial debt** regarding the tuition fees and other services provided by the educational institution;
 - 4.2. student follows the Internal Rules and Regulations of College;
 - 4.3. student has fulfilled the requirements of the study programme within the agreed deadlines and **has no academic debt** for the previous study period.

III INTERNSHIP PLACEMENT

5. The internship placement can only be an institution, business or association whose **main activity is the organization of hospitality services** (accommodation, catering, and recreation organization) or an equivalent institution, business or association.
6. College provides students with placements that meet the necessary requirements from among the number of College business partners. The College Internship Placement Coordinator is responsible for establishing and maintaining the cooperation with businesses who may become the potential internship placement partners.
7. The student has the right to offer his or her internship placement, thus the compliance with the requirements is assessed and approved by the Internship Supervisor.

IV. INTERNSHIP ORGANIZATION PROCEDURE

8. The educational institution, the internship placement and the intern take part in the internship organization process.
9. The start and the end dates of the internship, including the date of the internship report presentation date is set out in the class schedule, that is approved by the College Director.
10. The College Director shall no later than 30 days prior to the commencement of the internship issue a **statement on internship admission results** according to the requirements set out in Section 2 of this Procedure, as well as appoint an **Internship Supervisor** for each student from among the College Academic staff.
11. The Internship Placement Coordinator shall no later than 30 days prior to the commencement of the internship update the **list of potential internship placements** from the College partners and publish it on the College e-learning environment, including the placement contact details and availability/requirements, thus informing the students of the offered internship requirements and conditions.
12. The Internship Placement Coordinator shall no later than 20 days before the commencement of the internship **coordinate student placements individually**, by informing about the allocations of the student internship placements, either chosen by the student or College assigned. After the

placement confirmation, the **student is required to arrange the necessary documentation** (see Section 5) for the start of the internship and to submit a signed Internship Contract to the College Academic Department (Office No 43).

13. After receiving the Internship Contract, the College Director issues a statement on **student internship placement** according to the contracted placement details. The student may not be admitted to the internship if he/she does not meet the internship admission requirements (see Section 2).
14. The Internship Supervisor shall **inform the student about the internship procedure, objectives, tasks and evaluation criteria** no later than 10 days before the commencement of the internship.
15. The student performs the internship according to previously approved start and end dates, by undertaking the tasks outlined by internship programme (see Appendix 1 and 2).

V. INTERNSHIP DOCUMENTATION

16. The following core documents (hereinafter – Internship documents) are required for the Internship organization process:
 - 16.1. **Internship Programme;**
 - 16.2. **Internship Contract** - the representative of the educational establishment, the representative of the internship placement and the intern shall conclude a tripartite internship agreement, setting out the rights and obligations of the educational establishment, the internship placement and the intern, the duration of the internship and the internship termination conditions. In case the intern is a minor, his/her legal representative shall sign the Internship Contract;
 - 16.3. **Intern's Profile;**
 - 16.4. **Internship Report**
17. In order to carry out an internship in Latvia it is necessary to have following additional documents (hereinafter - additional documents):
 - 17.1. **a certificate** on the " "Minimum Hygiene Requirements in Food Establishments" (in accordance with Cabinet Regulation No. 545 of 29.09.2015 "Procedure for the Training of Food Handling in the Field of Food Hygiene");
 - 17.2. **a form** No 027/u (according to the Cabinet of Ministers Regulations No. 447 of July 24, 2018 "Regulations on Work related Potential Risks to the Health of Other People and Procedures for Performing Mandatory Health Checks")
18. In order to carry out an internship abroad it is necessary to have following additional documents (hereinafter - additional documents):
 - 18.1. An entry **visa** and/or a residence and work permit issued by the Embassy of the relevant country;
 - 18.2. **Health Insurance;**
19. Before the intern has been approved, the placement may request an intern's **CV** (in English or in other foreign languages in case of an internship abroad) or a specific internship application form (hereinafter - the application documents). The student who qualifies for an internship offered by the educational institution is obliged to prepare the application documents in accordance with the requirements and deadlines (not later than the previously set deadline) by submitting them to the College Internship Placement Coordinator. Otherwise, the student may not be allocated to

the internship within the planned timeline and might be transferred to the next study semester or might be asked to extend the study duration in order to meet the requirements of the study programme. In this case a recurring tuition fee will be applied.

20. Before the intern has been approved, the internship placement may arrange **interviews** with the prospective candidate (in person or via Skype etc.). A student applying for a placement offered by an educational institution is obliged to attend the interview or to notify in advance the College Internship Placement Coordinator about the circumstances that prevent the student from attending the interview at the agreed time. Otherwise, the student may not be allocated to the internship within the planned timeline and might be transferred to the next study semester or might be asked to extend the study duration in order to meet the requirements of the study programme. In this case a recurring tuition fee will be applied.

VI. RIGHTS AND OBLIGATIONS OF THE EDUCATIONAL INSTITUTION:

21. Rights:

- 21.1. Upon the order of the Director of the educational institution to withdraw the student from the internship, if:
- 21.2. the criteria on internship admission requirements are not met (see Section 2);
- 21.3. the student does not prepare the required documentation (see Section 5);
- 21.4. the student does not follow the internship instructions, internal rules and regulations, work safety or protection requirements set by the internship placement;
- 21.5. the internship placement present life or health hazards, or other violations (inappropriate work, etc.) to the student (intern).

22. Obligations:

- 22.1. to provide students with the internship placements;
- 22.2. to appoint the academic staff representative of the educational institution as an Internship Supervisor who coordinates internship process and provides support to the intern during the internship, in accordance with the approved internship programme;
- 22.3. to introduce the students with the objectives, tasks and evaluation criteria of the internship, as well as with his rights and duties during the performance of the internship;
- 22.4. to assess student's learning outcomes achieved during the internship;
- 22.5. to recognise the Erasmus+ internship mobility experience, if the student performed the internship in the framework of Erasmus+ programme.

VII INTERN'S RIGHTS AND OBLIGATIONS:

23. Rights

- 23.1. to receive information from the College Internship Placement Coordinator;
- 23.2. to receive information from the Internship Supervisor on intern's performance, objectives, tasks, evaluation criteria and the rights and obligations;
- 23.3. to refuse to carry out the work in the internship placement, if working conditions present a threat to health and life of the intern and other people, by informing the educational institution immediately;

- 23.4. to receive consultations on matters related to the internship from Internship Supervisor.

24. Obligations:

- 24.1.1. to get acquainted with this Procedure and its Appendixes;
- 24.1.2. prior to the start of the internship, to prepare and submit internship application documents, to take part in the meetings and to complete the additional documentation necessary for the organization and performance of the internship (see Section 5);
- 24.1.3. to submit a signed internship contract to the educational institution within the deadline (see Section 4);
- 24.1.4. prior to the start of the internship, to get acquainted with and to follow the internal and labour protection regulations of the internship placement;
- 24.1.5. To fulfil the tasks specified in the internship programme and to follow the instructions of the Placement Supervisor.

VIII EMERGENCY RESPONSE

25. In case of absence, the intern is obliged to notify the internship placement and the Internship Placement Coordinator and state the reasons of the absence.
26. The intern is entitled to refuse to carry out work in the internship placement, if working conditions present a threat to health and life of the intern and other people, by informing the educational institution immediately;
27. In case of the internship placement changes, the intern must submit a motivated application in two copies, one addressing the current internship placement, and the other addressing the College Internship Placement Coordinator
28. An educational institution has the right to withdraw interns from the internship placement, in case the conditions that might threaten their lives or health are detected in the internship placement.
29. The internship placement holds the rights to suspend the intern from fulfilling internship tasks in case the intern does not follow the internship instructions, internal rules and regulations, work safety or protection requirements set by the internship placement, by informing the educational institution immediately.

IX INTERNSHIP REPORT SUBMISSION REQUIREMENTS

30. **The content and structure of the Study Internship I report** is described in Appendix 1 of the Study Internship I Programme. It also contains an Intern's Profile Sample to be completed by the placement supervisor from the hospitality company.
31. **The content and structure of the Study Internship II report** is described in Appendix 1 of the Study Internship II Programme. It also contains an Intern's Profile Sample to be completed by the placement supervisor from the hospitality company.
32. **The content of the internship report** must correspond to the internship programme. Information about the purpose of the internship, tasks (according to the internship programme), period and place must be provided. The specifics of the hospitality company, internal regulations, as well as the work organization of the structural units of the hospitality company should be described sequentially, including the topics mentioned in the internship programme. Special attention should be paid to the description of what has been done and the lessons learned in practical activities. The intern should sequentially list what professional competences were acquired as a result of the internship, evaluate the quality level of the completed work, and also include proposals for further improvement of professional skills and personal growth.

33. If some of the programme requirements cannot be ascertained at the internship placement, they must be described in theory, **indicating the information resources**.
34. **It is recommended to include images** that demonstrate the working environment and how intern performs the assigned internship tasks. It is also advisable to add documentation examples that were used during the internship, as well as some promotional materials. However, the internship report cannot consist only of copies of various documents. It should be added as illustrative or explanatory material **in the Appendix**.
35. **The minimum volume of the Internship Report is 20 pages**.
36. The Internship report must include a **sample Title Page**; the rest of the report should be presented in accordance with the requirements set out by the College methodological material "The Presentation of Study Papers".
37. The complete internship **report must be submitted** electronically (by uploading it to the e-study environment at www.e-hotelschool.lv) within 7 days after the end of the internship, as well as in one spiral-typed hard copy, along with a completed and signed intern's profile and internship contract in the College Academic Department (room 43).
38. A student who timely submits an internship report developed and completed in accordance with the requirements, along with a completed and signed intern's profile and internship contract, is admitted to the defense of the internship report. **Admission is formalized** by order of the College Director.

X PRESENTATION AND ASSESSMENT PROCEDURE OF THE INTERNSHIP REPORT

39. The **Academic Department of the College** oversees the organization of the Internship Report Presentation. It can be carried out in a variety of forms, either as a traditional presentation in front of an audience, or as an exhibition - a stand created by the intern. The day of the internship presentation is indicated in the academic calendar of the current academic year. The internship supervisor introduces a planned presentation process to the intern, as well as informs about the different forms of presentations and the timings.
40. The internship presentation is **assessed by a commission consisting of 3 people** from among the College Academic and Administration staff that is approved by the Director of an educational institution. In addition, the industry professionals from hospitality companies may also be invited to the internship presentation. The statement on Internship Result Assessment Commission issued by the College Director determines the Head of the Commission.
41. Commission members read the internship reports submitted by the students until the day of the defense. In the event that it is planned to evaluate more than 5 internship reports in the defense, the Head of the Commission can distribute them for reading among the members of the Commission.
42. The defense of internship reports is recorded by filling in a sample protocol approved by the College. Columns 1-6 of the protocol are filled in by the commission's secretary before the start of the commission's session, based on the information and documents provided by the methodologist of the College Academic Department. Columns 7-10 of the protocol are filled in by commission members at the end of the defense.
43. Study internship is evaluated with a **grade on a 10-point rating scale**.
44. The evaluation of the internship **is subject to the following criteria**:
 - 44.1. The content, structure and presentation of the internship report meet the requirements;

- 44.2. The content of the internship report confirms that the student has fulfilled the tasks of the internship programme;
 - 44.3. During the internship defense presentation, the student uses appropriate visual aids, persuasive speech, including professional terminology;
 - 44.4. During the presentation the student describes the main study aspects and is able to carry out analysis of his/her professional performance;
 - 44.5. The student is able to answer additional questions regarding the performance of the Internship programme;
 - 44.6. The Intern's Profile (feedback) provided by the placement supervisor, confirming that the intern has demonstrated his/her personal skills and professional competences to work in the hospitality industry;
 - 44.7. The intern did not present any work discipline offences during the internship.
45. The final assessment of the internship is obtained by calculating the average weighted evaluation in all evaluation criteria, taking into account that the evaluation of the internship report makes up 60% of the total evaluation, the presentation of the internship report (defense) - 30%, and the intern's profile - 10%. The decision on rounding the obtained number to a whole rating is made by the Head of the Commission. The final assessment given by the Commission is recorded in the protocol.
46. **The internship is considered successful if a student is given a successful assessment.**

APPENDIXES XI

Appendix 1 – Internship Programme I, Report and Intern's Profile sample

Appendix 2 – Internship Programme II, Report and Intern's Profile sample

Appendix 3 – Internship Contract Sample

Appendix 4 – Internship Report Title Page Sample

Appendix 5 – Internship Assessment protocol sample

Published on May 31, 2022

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