

HOTEL SCHOOL



"HOTEL SCHOOL" Hotel Management College

Reg. No 3347802926, Address: Smilšu street 3, Riga, LV-1050

Phone: (+371) 67213037, e-mail: info@hotelschool.lv, <http://www.hotelschool.lv>

APPROVED

"HOTEL SCHOOL" Hotel Management College

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REGULATIONS ON WRITING AND DEFENCE OF QUALIFICATION PAPER AT "HOTEL SCHOOL" HOTEL MANAGEMENT COLLEGE

*Developed in accordance with
Cabinet Regulation No. 141 of 20 March 2001
and the regulations on study and examination procedure at
"HOTEL SCHOOL" Hotel Management College*

1. GENERAL PROVISIONS

- 1.1. These Regulations (hereinafter referred to as the Regulations) establish the requirements of the "HOTEL SCHOOL" Hotel Management College (hereinafter referred to as the College) for the approval of the topic and supervisor of the qualification paper (hereinafter referred to as the QP), the development, formatting, submission, pre-defence, defence, assessment, and the appeal procedure at the "HOTEL SCHOOL" Hotel Management College (hereinafter referred to as the College), as well as determine the responsibilities and rights of the student and the supervisor of the QP during the development and defence process of the QP.
- 1.2. The student shall develop the QP in accordance with Cabinet Regulation No. 141 of 20 March 2001, Paragraph 14 "Regulations on the State Standard of First Level Professional Higher Education", the academic plan of the First Level Professional Higher Education Study Programme "Hospitality Service Organization" of the College and the regulations on study and examination procedure of the College, No 4-6/68 of 27 August 2019, Paragraph 6.4.

2. SELECTION AND APPROVAL OF A TOPIC AND A SUPERVISOR OF THE QUALIFICATION PAPER

- 2.1. The topic of the QP should correspond to the specifics of the first level professional higher education study programme "Hospitality Service Organization" and the prime research directions defined in the Scientific Research Strategy of the College:
 - 2.1.1. **sustainable business in the field of hospitality;**
 - 2.1.2. **quality management and financial management in the field of hospitality;**
 - 2.1.3. **human resources development in the field of hospitality;**
 - 2.1.4. **modern gastronomy;**
 - 2.1.5. **technological progress and innovations in the field of hospitality;**
 - 2.1.6. **marketing and competitiveness of hospitality companies.**
- 2.2. The topic of the QP should correspond to the nature of **an applied research**.¹
- 2.3. At the beginning of each academic year, the College Director approves the deadlines of the development and defence of the QP and a list of **potential QP supervisors** from among the academic staff of the College. Only a person with a doctor's or master's degree can be the supervisor of the QP.
- 2.4. Each supervisor of the QP shall create a **list of proposed QP topics**, based on the provisions of Paragraphs 2.1 and 2.2 of these Regulations, as well as by taking account the topicality of the proposed themes and the novelty of the applied research. QP supervisors publish their lists of proposed topics onto the College e-learning environment: www.e-hotelschool.lv.
- 2.5. Students get acquainted with the list of potential QP supervisors and their proposed QP topics, choosing the topic and supervisor of the QP in accordance with their research interests. **The student shall personally contact the potential supervisor of the QP** to coordinate the cooperation on the research topic (face-to-face or online consultations, or an e-mail correspondence).
- 2.6. Upon the agreement with the supervisor of the QP, the student may amend or select a different topic, which initially was not included in the list of proposed QP topics, if it is not in contradiction with the eligibility criteria of the QP topics referred to in Paragraphs 2.1, 2.2 and 2.4 of these Regulations.
- 2.7. The student shall complete the **application form for the approval of the topic of the QP** (hereinafter referred to as the Application), which shall be submitted to the Academic Department, signed by the supervisor of the QP (**Annex 1**). The Academic Department does not accept Applications without the signature of the student and the supervisor of the QP.
- 2.8. The College Director directs students' Applications for approval at the College Council meeting. In case the College Council disapproves the student Application due to non-compliance with the requirements set out in these Regulations, the student, having

¹ Studies in which research results are used to address specific challenges. Applied research is characterized by the practical applicability of the results obtained, e.g. to increase/improve certain processes/procedures in the company, to increase/promote the sale of services, to clarify opinions/attitudes, etc.

eliminated the deficiencies, shall re-submit a new Application to the Academic Department.

- 2.9. If necessary, the student may change the topic of the QP or the supervisor of the QP after the Application is approved at the meeting of the College Council. In such cases, the student should submit a new Application to the Academic Department, accompanied by a written explanation that outlines the reasons for change of an already approved topic or the supervisor of the QP. The student should note that the approval of a new Application can only be approved at the next meeting of the College Council. If the regular meeting of the College Council is scheduled after the date of pre-defence or defence of the QP, the student and the College Director shall agree on the extension of the study time, which applies an additional tuition fee.

3. MANAGEMENT OF THE QUALIFICATION PAPER

- 3.1. The supervisor of the QP manages the student's independent research work.
- 3.2. The development of QP shall include the following stages:
 - 3.2.1. **consultations on the development of QP** – the supervisor of the QP introduces the student to the methodology of applied research and the requirements set by the College for the structure, content and presentation of the QP;
 - 3.2.2. **preparation of the research plan** – the student shall develop a research plan according to the approved topic of QP and submit it for coordination to the supervisor of the QP, if necessary, the student adjusts the research plan in accordance with the instructions given by the supervisor of the QP;
 - 3.2.3. **research conduct and development** – the student conducts the research and writes the QP independently, according to the approved topic and requirements, regularly reports on the progress of work to the supervisor of the QP, presents a draft QP;
 - 3.2.4. **submission of QP** in accordance with Paragraphs 4 and 5 of these Regulations.
- 3.3. **QP supervisor's responsibilities:**
 - 3.3.1. to provide advice on the development of QP;
 - 3.3.2. to determine the deadlines of reference for the student regarding the presentation and/or submission of QP;
 - 3.3.3. to evaluate the content of the student's QP, its compliance with the selected topic and the requirements for the development and formatting of QP;
 - 3.3.4. to examine the signs of plagiarism and to instruct the student on elimination of the detected plagiarism in the draft/original version of the QP, and to report to the College Director if the student does not follow the instructions given by the QP supervisor;
 - 3.3.5. after receipt of the original version of the QP from the student, to prepare and submit a written **supervisor's feedback form on qualification paper** (hereinafter referred to as the Feedback) to the Academic Department of the College, which includes an assessment on a 10-point grading scale and recommendation on the student's participation in the defence (**Annex 2**).

3.4. **QP supervisor's rights:**

- 3.4.1. to refuse to manage a student's QP if there is a reasoned justification for this, such as non-compliance with the deadlines for the development and submission of QP or the formatting requirements on the part of the student, plagiarism, etc. The grounds for refusal shall be drawn up in writing by the QP supervisor and submitted to the College Director;
- 3.4.2. to participate in the pre-defence and defence of QP.

3.5. **Student's responsibilities:**

- 3.5.1. to comply with the requirements for the development and formatting of QP, the submission deadlines, the conditions and timings for pre-defence and defence; to prevent plagiarism, as well as to immediately eliminate the traces of plagiarism as per the instruction given by the supervisor of the QP;
- 3.5.2. to cooperate with the supervisor of the QP, informing about the progress of the research and the stages of development of the QP, as well as to present a draft QP at the request of the supervisor of the QP.

3.6. **Student's rights:**

- 3.6.1. to receive advice from the supervisor of the QP on the development of the QP, as well as to request and receive other necessary assistance and consultations from the Academic Department of the College on unclear issues related to the development and defence of QP;
- 3.6.2. to change the topic and supervisor of the QP in accordance with the procedure referred to in Paragraph 2.9 of these Regulations;
- 3.6.3. to submit an appeal against denied access to pre-defence or defence sessions, violations of the procedures for the pre-defence or defence - final state examinations, or appeal against the received final grade.

4. **STRUCTURE OF THE QUALIFICATION PAPER**

4.1. The QP defines a following **structure:**

- 4.1.1. A title page
- 4.1.2. Abstract and keywords in Latvian
- 4.1.3. Abstract and keywords in English
- 4.1.4. A table of contents
- 4.1.5. Preface (optional)
- 4.1.6. Introduction
- 4.1.7. Theoretical part
- 4.1.8. Practical (empirical) part
- 4.1.9. Conclusions
- 4.1.10. Proposals
- 4.1.11. A list of terms (optional)
- 4.1.12. A list of abbreviations (optional)
- 4.1.13. Bibliography
- 4.1.14. Annexes (optional)
- 4.1.15. Documentary page with information about defence

- 4.2. The wording on the **hard cover of the printout** must be drawn up in accordance with the sample (**Annex 3**).
- 4.3. **A title page** is the first page of the QP. It is a part of the paper that is not numbered but is included in the total number of pages. The title page must be designed in accordance with the sample, retaining the formatting (**Appendix 4**).
- 4.4. **Abstract and keywords** of the QP must be in Latvian and English. The abstract provides a short, logically arranged overview that reflects the essence of the work, briefly describes the main results and conclusions, the author shall indicate keywords (3–7 terms). The recommended **volume of the abstract is 850 – 1000 characters** (including spaces) (**Annex 5**).
- 4.5. **The table of contents** includes all chapter and subchapter headings with numbers in the correct order and specifies the page numbers where the QP chapters and subchapters begin. The table of contents also includes Introduction, Preface, Conclusions, Proposals, A list of Terms, A list of Abbreviations, Bibliography, and Annexes and they exclude **chapter numbering**. The table of contents shall be based on the sample (**Annex 6**).
- 4.6. **Preface** (optional) shall be written as a gratitude to people who have provided organizational and/or financial assistance in the collection of materials, as well as methodological recommendations and moral support in the development of QP. It is written in a laconic and business-like manner.
- 4.7. **The introduction** includes the justification and topicality of the chosen theme of the QP, a description of the selected problem – the object and subject matter of the research, the aim and tasks of the applied research, the question or hypothesis of the research, the selected theoretical and empirical research methods, the methods of data processing of the research, and bibliography, as well as the justification of the lack of time or other limitations of the research (if applicable).
 - 4.7.1. **The aim of the research** shall be formulated in one sentence, indicating the expected result of the work as well as the contribution and benefits;
 - 4.7.2. **The research tasks** are precisely defined steps that must be taken in order to achieve the aim of the research and give answers to the research questions or test the hypothesis of the research:
 - 4.7.2.1. identification of the topicality and the problem of the research;
 - 4.7.2.2. preparation of a research plan;
 - 4.7.2.3. creation of the description of the necessary literature.
 - 4.7.2.4. research conduct;
 - 4.7.2.5. data processing;
 - 4.7.2.6. evaluation of the results;
 - 4.7.2.7. formulation of conclusions;
 - 4.7.2.8. development of proposals and recommendations.
 - 4.7.3. **The research questions** are mostly open-ended questions. They shall be set according to the research aim; the responses to the research questions should lead to the aim of the research.

- 4.7.4. **The hypothesis of the research** is a specific assumption of the author of the paper on the relevant question. **The hypothesis is tested**, as a result of which it can be confirmed, partially confirmed or not confirmed. Each hypothesis should be theoretically justified.
- 4.8. **The theoretical part** includes **an overview of literature** – it consists of QP chapters and subchapters, where the theoretical justification of the research problem is provided in a systematic way, as well as the most important information and data related to the topic of the research are summarized. The sources of theoretical research are following:
- 4.8.1. fundamental and scientific research;
 - 4.8.2. laws and government decisions of Latvia and other countries;
 - 4.8.3. general and special literature;
 - 4.8.4. national statistics;
 - 4.8.5. periodicals.
- 4.9. **In the practical (empirical) part**, the author of the QP analyses **the data and results of the research**. At the beginning of this chapter, it is important to briefly justify the chosen research method, tools and research participants:
- 4.9.1. justification and description of the choice of research methods;
 - 4.9.2. description of the basis of the research;
 - 4.9.3. a description of the progress of the research;
 - 4.9.4. analysis and results of qualitative and quantitative data from the research.
- 4.10. **In the practical (empirical) part**, the author examines the hypothesis or seeks answers to the research question(s) **on the example of a particular hospitality company** and confirms the ability to conduct an empirical study using the acquired theoretical knowledge, predicting the possibilities of development of the problem. The results are described or compared with other studies or the theory discussed above. The following are the sources of a practical research:
- 4.10.1. materials and data published and not published by the chosen hospitality company or organization, including financial indicators and reports, etc.;
 - 4.10.2. special surveys carried out by the author, such as questionnaires, interview.
- 4.11. **The chapter of conclusions** presents the conclusions of the author in a sequent manner, which are based on the review and theory of literature, as well as the obtained research data. It is appropriate to express each conclusion **in the form of a separate clause or paragraph**.
- 4.12. **In the chapter of proposals**, the author of the QP puts forward **concrete suggestions and recommendations for solving the problem**, based on the data obtained from the theoretical and practical part of the research. It is appropriate to express each conclusion **in the form of a separate clause or paragraph**.
- 4.13. **A list of terms** (optional) is necessary if more than 10 terms are used in the work, and which require a separate explanation, and have not been explained in the appropriate place in the main text.
- 4.14. **A list of abbreviations** (optional) and their transcript is necessary if not less than 10 abbreviations are used in the work, for example, Main Performance Indicators (hereinafter referred to as MPis).

- 4.15. **Bibliography** lists the literature and other sources of information according to the sequence of the Latin alphabet, followed by the sources in Cyrillic and other alphabetical orders. **Sources are not numbered.** The bibliography list shall be created according to the adopted academic writing and formatting style - "**APA Style**". If the bibliography contains several works of the same author published in the same year, then the index of these works shall be used in the list and also in references in the text, for instance, Krastiņa a; Krastiņa b.
- 4.16. The bibliography used in the QP shall indicate the information **according to the sample (Annex 7).**
- 4.17. **Annexes** comprise of additional materials which are not required to be in the main part of the paper. Annexes are not included in the total number of pages of the main part of the paper, but the pages of the appendixes must be numbered.
- 4.18. All attachments are **numbered on the upper right corner of the page** with Arabic numerals and the titles are written after the number in *Italic*. For example, "Annex 1. *Questionnaire.*" The pages of the Annex shall be sequentially numbered, by taking the number of the previous page of the paper as a reference.
- 4.19. **The figures and tables in the Annex must be numbered** and formatted in accordance with the requirements (**Annex 9**). References, if any, should also be provided in the Annexes. If a questionnaire is attached to the research paper, only a sample version of the questionnaire must be attached. It is not necessary to add all completed questionnaires.
- 4.20. **The documentary page** contains the title of the paper; the author's acknowledgement that the work was carried out independently, that only the indicated sources of information have been used in the work and that the electronic copy of the work corresponds to the printout; the feedback from the supervisor of the QP on whether the work is recommended for defence; a confirmation from the methodologist of the Academic Department regarding the receipt of the paper, Reviewer's data (name, surname, position, scientific/academic degree); a decision of the pre-defence commission, a date of the meeting of the final state examination commission, the protocol number and the final assessment, signature and date of the secretary of the defence commission (**Annex 8**).

5. QUALIFICATION PAPER FORMATTING GUIDELINES

- 5.1. QP should be written **in a correct literary language** and the presentation of the material must be clear, logical, short and concise, avoiding hypocrisy and the use of a style of fiction. In general, **the academic language style** should always be observed, which is described as follows:
- 5.1.1. emotionally neutral means of expression;
 - 5.1.2. formalized structure of work;
 - 5.1.3. includes definitions of key concepts;
 - 5.1.4. includes specific terms, foreign words that are used in the sector;
 - 5.1.5. includes formulas, symbols or graphics;
 - 5.1.6. includes tables, figures, summaries, as well as abbreviations;

- 5.1.7. comply with certain principles (structure and presentation).
- 5.2. The **volume** of the QP without attachments shall be not less than **40 pages and not more than 50 pages**.
- 5.3. QP must be written and submitted in the language of acquisition of the study programme (Latvian or English), it shall be completed in typescript on A4 format pages, of which only one side of the page is printed. Sheet formatting conditions: **top 20 mm; bottom 20 mm; right edge 20 mm; left edge 30 mm**.
- 5.4. The page number is indicated **at the bottom of the page, in the middle**. The numbering starts from the cover page, but the number on this page is omitted. All study papers must be written in ***Times New Roman font***.
- 5.5. **Size 12 letters are used** for the body of the paper, while font size 14 is used for chapter titles.
- 5.6. Chapters and subchapters are **sequentially numbered with Arabic numerals**.
- 5.7. A Table of Contents, an Introduction, an Abstract, a Preface, Conclusions, Proposals, a List of Terms, a List of Abbreviations, Bibliography **are not numbered**.
- 5.8. The annexes **shall be renumbered from Annex 1**. The annexes must be mentioned in the relevant part of the text of the QP to which that Annex refers to, for example, See Annex 1.
- 5.9. It is customary **to number the headings of the first, second and third levels** (e.g. 1., 1.1., 1.1.1.). Fourth-level headings are not numbered.
- 5.10. **The headlines are written in bold**. First-level headings (e.g. Chapter 1), incl., Table of Contents, Introduction, Conclusions, Proposals, Bibliography and Annexes, are positioned in the centre of the page. The headings for the second (e.g. 1.1) and third (1.1.1) levels are written on the left side of the page without spaces.
- 5.11. **One blank line** is used behind each heading. No full stops shall be put after the headings of chapters and subchapters.
- 5.12. **A new page** should be assigned only for the **beginning of a new chapter**. Subchapters sequentially follow each other without interruption of pages.
- 5.13. Line spacing between rows of the text is **1.5**. Each new paragraph must start with an indentation of 1.0 cm. Rows must be aligned (*Justify*).
- 5.14. **To make the most important information visible**, it can be graphically highlighted using the following techniques: *italic, bold, underline* and *uppercase (All Caps)*.
- 5.15. **You must write in the third person** (for example, author of the work).
- 5.16. **It is not recommended to divide words for transfer to a new line**. If necessary, the cultural norms of the language concerned shall be respected.
- 5.17. **Illustrative materials** - Illustrative materials are **figures and tables**, and it is important to observe the differences in their formatting. Only figures and tables that are referenced in text can be used, they must be indicated in parentheses – for example, (See Figure 1).

- 5.18. Figures and tables **should be inserted immediately after** the text, where author analyses them. Figures and tables are numbered, but their numbering is separate. Figure titles are placed underneath the figures. Table titles are placed above them. Table and figure titles are written in italics and aligned in line with the left edge. **The font size 11 must be used.** No full stops shall be placed after the headings of the figures and tables. If the author of the paper uses tables and figures from other sources, and if they are not self-made, it is mandatory **to specify the used source**, as per the reference formatting procedure (**Annex 9**).
- 5.19. **Quotation formatting.** Quotations may be used when writing QP, but **it is not recommended to use them excessively.** Quotations can only be used if they are relevant and are necessary for a more precise justification or illustration of the problem. **Quotations must be enclosed in quotation marks and must fully correspond to the original text;** the author and year of the quote must be specified. If a part of the text is omitted in a longer quotation, it is marked with two dots. All of the used sources must be reflected in the Bibliography.
- 5.20. **References shall be used in the following cases:** the text mentions a quotation, provides quantitative or qualitative information described in other studies (numerical information, figures) or analyses the views of a person or persons found in specific sources. Reference in text must be indicated **immediately after the sentence or paragraph.** If necessary, a reference may also be inserted in the middle of the sentence.
- 5.20.1. **If the work has one author** and the work is recounted, the reference shall indicate the surname of the author, followed by the year of issue of the source, written after a comma: (Krastiņa, 2012).
- 5.20.2. **If the work has several authors, then the** reference, depending on the number of authors, is indicated as follows: 2 authors: (Krastiņa un Liepa, 2019); - 3 authors: (Krastiņa, Liepa and Zariņa, 2020); - 4 and more authors: (Krastiņa et al., 2018).
- 5.20.3. **If the work is written in English,** the authors' surnames are separated by the symbol "&": 2 authors: (Church & Bold, 2009); 3 authors: (Church, Bold & Miles, 2019); 4 authors: (Church et al., 2019).
- 5.20.4. **The author's surname shall be indicated in the original language,** for example: in English (Church, 2017); in Russian (Гогол, 2019). If for technical reasons it is not possible to indicate in the original language (for example, in Russian), it may also be reproduced in Latin letters: (Gogol, 2019).
- 5.20.5. If **several works of the same author** are published in the same year, then lowercase letters are added to the year in ascending alphabetical order both in the reference and bibliography: (Krastiņa, 2019a), (Krastiņa, 2019b).
- 5.20.6. There may be cases **when the same thought is reflected in the works of different authors.** The works are then placed in the same reference, separated by a semicolon: (Krastiņa, 2019; Church, 2017).
- 5.20.7. **If the author is not known,** then indicate the abbreviated name of the work in quotation marks: ("Trends in the hospitality industry today," 2020).

- 5.20.8. **If the year of issue is not known**, then specify "n.d." ("no date") instead of the annual number. However, it is always desirable to clarify the date of issue, since it is essential to know the period for which this information was mentioned. For example: (Krastiņa, n.d.)
- 5.20.9. **If the author of the work is an organization, association or state institution**, then the reference shall indicate its full name instead of the author. When using the same reference repeatedly, an abbreviation may be used. For example, indicating for the first time (Tourism Development State Agency, 2020), indicating repeatedly (TDSA, 2020).
- 5.20.10. **References to information published on the Internet**, that contains the relevant bibliographical indicators (author, title of article and publication, year of issue, etc.) shall be made in a similar way to references of other sources.
- 5.20.11. **Online sites that do not mention bibliographies** are not recommended for use in the development of QP. If there is a need, then the author indicates the full name of the online site and the year, if the year is unknown, then instead of the annual figure, "n.d." ("no date") can be indicated.

6. SUBMISSION OF THE QUALIFICATION PAPER

- 6.1. The deadline for the submission of the QP shall be determined by the Academic Department of the College, by publishing it onto the e-learning environment of the College: www.e-hotelschool.lv not later than 2 months in advance. The deadline for the submission of QP may not be later than 3 working days before the date of pre-defence of the QP.
- 6.2. The student shall prepare and submit the original of the QP by the specified deadline in 2 ways:
- 6.2.1. a copy of a printout, bound in hard covers, signed by the student and the supervisor of the QP, shall be submitted to the Academic Department;
- 6.2.2. an electronic copy shall be uploaded onto the College's e-learning environment www.e-hotelschool.lv (in the section "DIPLOMA PAPER SUBMISSION") without signatures. The electronic copy shall be saved with a title consisting of the student's surname, name and a group number, for example: *Ozolins_Juris_VPO5-R/2019*. The name shall be written without diacritics (length marks, softening marks and hissing markings).
- 6.3. Upon acceptance of the QP, the methodologist of the Academic Department of the College shall verify whether the electronic copy of the QP has been uploaded onto the e-learning environment of the College and shall confirm the receipt of a copy of the hardcover printout of the QP, confirming the acceptance with the signature on the documentary page.
- 6.4. If the QP contains a commercial secret (in accordance with the commercial secret guidelines laid down in Section 19 of the Commercial Law), the student, in addition to the submission of the QP, shall submit a written request not to publish the work, addressed to the College Director and submitted to the Academic Department.

- 6.5. After submission, electronic copies of the QP are available to the supervisors of the QPs, members of the pre-defence commission, reviewers and members of the final state examination commission.
- 6.6. The supervisor of the QP is responsible of preparing and submitting a written Feedback (**Annex 2**) to the Academic Department of the College not later than 3 working days after the QP submission deadline.
- 6.7. The QPs, which are submitted after the deadline or which are not accepted, are subject to a fine (in accordance with the current Regulations on the procedure for payments of tuition and other service fees) and their assessment is transferred to the next period. The decision on this shall be taken by the College Director, in accordance with the scheduled pre-defence and defence session deadlines of the academic calendar.

7. PRE-DEFENCE OF THE QUALIFICATION PAPER

- 7.1. The pre-defence of QP is organized with the aim to verify student's ability to defend the developed QP.
- 7.2. All students who have submitted QPs participate in the pre-defence session of the QP, including those students whose QP supervisors did not recommend it. The absence of the student (also for a justified reason) is considered a delay and a reason for the student not to be allowed to take part in the defence.
- 7.3. The pre-defence session of the QP is organized by the Academic Department, by publishing a date and form (in person or online) of the event onto the e-learning environment of the College - www.e-hotelschool.lv no later than **1 month in advance**. The date of pre-defence may not be later than **7 working days** from the date of the **defence**. A detailed pre-defence agenda, which includes information on the sequence and times of the students' presentations, shall be prepared and published no later than **1 day in advance**.
- 7.4. The pre-defence of the QP shall be evaluated by a commission appointed by the College Director, consisting of not less than 3 members - representatives of the academic staff of the College. The Chairperson of the Commission is responsible for the management of the meeting and the secretary (from among the approved members of the commission) is responsible for the preparation and submission of the pre-defence minutes to the Academic Department.
- 7.5. At the QP pre-defence session, the student presents the developed QP – the topicality of the applied research, the theoretical justification, the applied research methods, conclusions and main proposals. During the presentation, the student should use pre-prepared MS PowerPoint format slides – it is recommended to use the College-approved presentation design templates. The student's presentation can take **up to 10 minutes**, followed by a question-and-answer time.
- 7.6. The pre-defence commission listens to the student's presentation, as well as gets acquainted with a printed or an electronic copy of the QP submitted by the student, and assesses the conformity of the content, structure and presentation of the QP submitted by the student with the requirements of the College, as well as the student's

ability to argue their opinion and answer questions. **A decision on whether to allow a student to participate in the final state examination – defence of the QP** is taken at the end of the pre-defence session of the QP.

- 7.7. The decision of the pre-defence commission shall be drawn up in the **form of a protocol (Annex 10)**, that indicates which students are admitted to the defence and which are not and gives short justifications and/or recommendations. **In case of a negative decision**, the student is subject to the requirements that must be met in order to receive admission. The Commission shall set a specific deadline by which the student has the opportunity to meet these requirements.
- 7.8. After the end of the meeting, the Chairperson of the pre-defence commission of the QP shall notify the student and their QP supervisor of the decision – whether to grant admission to the defence of the QP - the final state examination session, or to fulfil the requirements in order to gain this access. The fulfilment of the requirements shall be controlled by the supervisor of the QP, by informing the Chairperson of the pre-defence commission of the QP and the methodologist of the Academic Department of the College.
- 7.9. On the basis of the minutes of the pre-defence commission of the QP, as well as the information provided by the responsible person regarding the status of fulfilment of the requirements set by the pre-defence commission of the QP, the College Director issues an **order that indicates students who are admitted to the final state examination** – defence of the QP.
- 7.10. In the event that a student has not fulfilled the requirements set by the pre-defence commission of the QP within the specified time period, the defence of the student's QP shall be transferred to the next period, the student must re-submit the student Application (**Annex 1**) in conformity with Paragraph 2 of these Regulations and pay a fine in accordance with the College Regulations on the procedure for payments of tuition and other service fees.
- 7.11. A student has the right to appeal against failure to sit the final state examination – defence of the QP, in accordance with the appeal procedure described in Paragraph 10 of these Regulations.

8. REVIEW OF THE QUALIFICATION PAPER

- 8.1. The methodologist of the Academic Department of the College shall refer the QPs of those students who were admitted to the final state examination – defence of the QP, by a decision of the pre-defence commission to the reviewer(s) not later than 5 days before the defence of the QPs. The reviewer(s) shall be approved by the College Director from among the College's academic staff or among the involved experts. Only a person with a doctor's or master's degree can be a QP reviewer.
- 8.2. The reviewer is responsible for providing an independent assessment (hereinafter referred to as the Review) of the student's QP, assessing the compliance of student's developed QP with the requirements of the College and the intended professional qualification. The reviewer shall submit their feedback on the student QP to methodologist of the Academic Department of the College in writing (**Annex 11**) not later than **36 hours before the final state examination** - defence of the QP. The reviewer evaluates QP on a 10-point grading scale according to the criteria set by the reviewer's feedback form.
- 8.3. The methodologist of the Academic Department of the College provides an opportunity for the student and their supervisor of the QP to get acquainted with the review of their QP no later than **24 hours before the QP defence**.

9. DEFENCE AND ASSESSMENT OF THE FINAL PAPER

- 9.1. The defence of the QP shall be organized by the Academic Department, by publishing a date and form (in person or online) of the event on the e-learning environment of the College - www.e-hotelschool.lv, no later than **1 month in advance**. A detailed plan of the process of defence, which includes information on the sequence and times of the student presentation, shall be prepared and published no later than **3 working days in advance**.
- 9.2. QP is defended in a public session in front of the final state examination commission. The composition of the final state examination commission shall be approved by the College Director's Decree, indicating the Chairperson of the Commission, who is responsible for the management of the meeting and the Secretary (from among the approved members of the Commission), who is responsible for the preparation and submission of the minutes of the final state examination to the Academic Department. The Commission shall be composed of at least 3 members. The Chairperson of the Commission and at least half of the Commission are experts in the field, i.e., representatives of professional organizations or employers in the hospitality and tourism sector.
- 9.3. The final state examination commission commences its work no later than **3 working days from the date of the qualification paper defence, set by the Academic Department**, and gets acquainted with these Regulations in order to gain a comprehensive understanding of the requirements set for students, as well as the qualification papers produced by the students, their Feedback and Reviews. An access to these documents shall be ensured to the members of the final state examination commission by the methodologist of the Academic Department.

- 9.4. The meeting of the final examination (on the day of defence of the qualification papers) shall be opened by the Chairperson of this Commission, who shall present the composition of the Commission, the agenda, the procedure of the QP defence (in accordance with these Regulations). The Chairperson of this Commission shall invite students to publicly present the prepared QP, reminding them about the time limit during the defence presentation.
- 9.5. The allowed duration of the student's speech of the public defence presentation is **10 minutes**. The Chairperson of the Commission is entitled to discontinue the performance of a student if he or she exceeds the above-mentioned time limit.
- 9.6. After the student's presentation, the members of the final state examination commission ask questions about the developed QP, to which the student provides laconic answers. Questions about the QP may also be asked by other persons who are present.
- 9.7. After the student has answered the questions proposed by the members of the final state examination commission, the Chairperson of the Commission invites one of the other members of the commission to read out the Feedback written by the supervisor of the QP and a Review.
- 9.8. After the hearing of the Feedback and the Review, the Chairperson of the Commission invites a student to explain the deficiencies and give their opinion on the final assessment provided in the Feedback and the Review.
- 9.9. At least 3 (three) additional questions shall be included in the final state examination session which do not directly apply to the produced QP but allow to ascertain the acquisition of study courses in the field of study programme (hereinafter – **examination questions**). The inclusion of such questions in the qualification paper defence procedure is equivalent to the final state examination procedure referred to in the Law on Higher Education Institutions, Cabinet of Ministers Regulations No. 141, Riga, March 20, 2001 (Paragraph 58, Cl.14)
- 9.10. The examination questions shall be selected by the members of the final state examination commission from a database, which is created and regularly updated by the Academic Department of the College. The access to the questions that are included in the database shall be provided to the members of the final examination commission by the methodologist of the Academic Department.
- 9.11. The members of the final examination commission shall ask examination questions to the student after the student has commented on deficiencies and the final assessment stated in the Feedback and the Review.
- 9.12. **The assessment of the QP** takes place in a closed meeting of the final examination commission after all student presentations.
- 9.13. each member of the final examination commission shall evaluate every qualification paper and assess the performance of the author on a 10-point grading scale, considering the following criteria:
 - 9.13.1. quality of the student's qualification work (topicality of the research, level of literature review and theoretical justification, data analysis, validity of conclusions and recommendations, as well as format of the paper);

- 9.13.2. student's presentation (presentation structure, use of professional terminology, slide design, compliance of the student's dress code with the College regulations);
- 9.13.3. student's answers to the Commission's questions and ability to discuss the topic (argue their opinion);
- 9.13.4. feedback provided by the supervisor and the reviewer.
- 9.14. In addition, the members of the final examination commission evaluate the student's answers to the examination questions.
- 9.15. During the assessment process, the members of the final state examination commission shall use a special form (**Annex 12**).
- 9.16. The final assessment of the QP shall be obtained:
 - 9.16.1. by calculating arithmetic mean, one digit after the comma, from the assessments given by all members of the final examination commission, the supervisor of the QP, and the Reviewer;
 - 9.16.2. by having mutual discussion during the defence process on the quality of the QP and student's performance;
 - 9.16.3. by agreeing on the final assessment, if necessary, hearing the explanations from the members of the commission whose assessment is radically different (when the difference between the minimum and maximum assessment is 4 to 6 points);
 - 9.16.4. if the digit after the comma of the arithmetic mean is 5 (five), the decision to round the valuation shall be taken by the Chairperson of the Commission.
- 9.17. The final assessment of the QP shall be orally notified to the student after the end of the meeting by the Chairperson of the final state examination commission, ensuring the confidentiality of the assessment. The final assessment of the QP shall be recorded in the final state examination protocol (**Annex 13**), which together with the assessment calculation forms shall be submitted by the Secretary of the Commission to the Academic Department no later than within **1 working day** after the date of QP defence.
- 9.18. The members of the final state examination commission shall observe the following **ethical norms**:
 - 9.18.1. questions are asked to students in a correct form, avoiding making offensive comments;
 - 9.18.2. discuss only the issues related to the quality of QP and the student's performance during the defence session, refraining from commenting on student's personality;
 - 9.18.3. tolerance towards the opinions of other members of the final state examination commission, refraining from commenting on the personalities of other members of the final state examination commission
 - 9.18.4. a member of the final state examination commission shall not assess the performance of the QP and its author during the defence procedure and shall not

participate in the discussion regarding the work during the closed session of the commission, if they hold a role of a supervisor or a reviewer of a QP in question.

10. APPEAL PROCEDURE

- 10.1. A student has the right to appeal against:
 - 10.1.1. denied access to final state examination – defence of the QP;
 - 10.1.2. the procedure of defence (infringements during the defence procedure);
 - 10.1.3. the final assessment of QP.
- 10.2. The appeal must be submitted in writing to the College Director no later than **2 working days** after the notification of the denied access to the QP defence or within **2 working days** of the announcement of the results of the QP defence and the final grade.
- 10.3. A 3-member **Appeals Commission** shall be set up to examine the appeal, approved by the College Director's Decree. The appeals commission must not include persons who participated in the evaluation of a particular QP (a supervisor of the QP, members of the pre-defence commission, a reviewer and members of the defence commissions).
- 10.4. The appeals commission shall examine the student's appeal not later than **within 2 weeks** from the moment of receipt of the application. The appellant and the supervisor of the QP, members of the pre-defence commission, a reviewer and members of the defence commission may participate in the meeting of the appeals commission (but they do not form part of the commission). At least one representative of the College Student Parliament shall be invited to attend and observe the meeting of the appeals commission.
- 10.5. The appeals commission shall take a decision by evaluating the arguments referred to in the submission of appeal of the student regarding the fact of violation of the provisions of these Regulations.
- 10.6. The decision of the appeals commission shall be drawn up in writing, shall be final and shall not be contested. The decision of the appeals commission shall be notified to the student by the methodologist of the Academic Department.

11. RETENTION AND STORAGE OF THE QUALIFICATION PAPER

- 11.1. After the defence of the QP, a hardcover copy of the QP shall be stored in the College Archives, in accordance with the College file nomenclature procedure. An electronic copy of the QP is stored in a repository of academic papers, intended for the collection, preservation and publication of students' academic and scientific achievements.
- 11.2. The materials placed in the repository are available on the College e-learning environment www.e-hotelschool.lv. The access is provided to registered users. The use of the repository is administered by the Library Specialist of the College. The College Library shall ensure that data protection requirements of the QP are in line with Personal Data Protection Regulations.

12. FINAL PROVISIONS

- 12.1. These Regulation enter into force on July 1, 2021.
- 12.2. These Regulation do not apply to Qualification Papers that have not been defended and were submitted by July 1, 2021.
- 12.3. These Regulation repeal Internal Regulations No. 4-6/35 from 30.05.2017. "HOTEL SCHOOL" Hotel Management College Final State Examination Commission Regulations" and "Methodological Guidelines for the Development and Defence of Qualification Papers at "HOTEL SCHOOL" Hotel Management College ".

13. LIST OF ANNEXES

- Annex 1 - Sample: Student Application
- Annex 2 – Supervisor’s Feedback Form on the Qualification Paper
- Annex 3 - Formatting of the Cover of the Qualification Paper
- Annex 4 – Formatting of the Title Page of the Qualification Paper
- Annex 5 – Sample: Abstract of the Qualification Paper
- Annex 6 - Sample: Table of Contents of the Qualification Paper
- Annex 7 - Sample: Bibliography Formatting Guidelines
- Annex 8 - Sample: Documentary Sheet
- Annex 9 – Sample: Illustrative Material Formatting Guidelines
- Annex 10 - Minutes of the Pre-defence Commission of Qualification Paper
- Annex 11 – Qualification Paper Reviewer’s Feedback Form
- Annex 12 - Final State Examination Assessment Form
- Annex 13 - Final State Examination Protocol

To Director of
"HOTEL SCHOOL"
Hotel Management College

1st level professional study programme
"Hospitality Service Organization" student

Personal Identity Number: _____

APPLICATION FORM
APPROVAL OF A TOPIC AND A SUPERVISOR OF THE QUALIFICATION PAPER

Please allow to conduct a Qualification Paper on a topic " _____ "

and assign _____ as the supervisor of this Qualification Paper.
(scientific / academic degree, name, surname)

Approved: _____
(scientific/academic degree, name, surname and signature of the Qualification Paper supervisor)

Riga
202_ . _____

Student's signature

**SUPERVISOR'S FEEDBACK FORM
ON THE QUALIFICATION PAPER**

Study programme _____

Student's name, surname _____

Topic of the qualification paper _____

Criteria / assessment scale 1-10	1	2	3	4	5	6	7	8	9	10
Topicality of the research subject										
Correlation between the aim and the planned tasks										
Relevance of research methods to the stated aim										
Literature review and theoretical basis										
Relationship between applied research and theoretical justification										
Analysis of company's structural units, financial indicators, organizational structure										
Analysis and visualization of the results of the applied research										
Sources of literature and correct use of references										
Quality and culture of the language of the qualification paper										
Validity of conclusions and recommendations										
Practical application of applied research										
Compliance of the presentation of the Qualification Paper with the requirements of the College										

Assessment of the qualification paper in scale 1-10: _____. (_____)
(assessment in words)

Supervisor's justification of the assessment:

Qualification paper: **Recommend for defence / Do not recommend for defence**
(underline as appropriate)

Supervisor of the Qualification Paper _____
(academic position, academic/scientific degree, name, surname, signature)

Date _____

**“HOTEL SCHOOL”
HOTEL MANAGEMENT COLLEGE**

QUALIFICATION PAPER

RIGA 202X

“HOTEL SCHOOL”
HOTEL MANAGEMENT COLLEGE
1st level professional higher education study programme
"Hospitality Service Organization"

NAME, SURNAME

Title of the Qualification Paper

Qualification paper

Qualification Paper Supervisor:

(scientific/academic degree, name, surname)

RIGA 202X

Abstract

The qualification paper analyses marketing activities in a hospitality-related company. It emphasizes the impact of marketing activities on the operations of the company, as well as provides advice on how to improve company's situation through marketing activities. The qualification paper is divided into three parts.

The first part contains theoretical justification, as well as a general overview of the problem in the hospitality industry.

The second part outlines a research that was carried out to study the marketing activities that were used in the company and their impact on the work of the company.

The main results, conclusions and recommendations for improvement of performance, based on research data, are presented in the third part of this paper.

The qualification paper consists of 45 pages, including 4 tables, 17 numeric and graphical figures (images). The annexes present the sample questions of the survey and the interview. The bibliography consists of 60 sources. The full text of the paper is available in electronic and printed versions.

Keywords: *hospitality industry, hotel, marketing plan, hospitality company activity, company development*

A Table of Contents

Preface (if necessary).....	
Introduction	
1. Heading of Chapter 1	
1.1. Heading of Subchapter (level two)	
1.1.1. Heading of Subchapter (level three)	
2. Heading of Chapter 2	
2.1. Heading of Subchapter (level two)	
2.1.1. Heading of Subchapter (level two)	
Conclusions	
Proposals.....	
A list of terms (optional)	
A list of abbreviations (optional).....	
Bibliography	
Annexes (if necessary).....	
Documentary Page.....	

IF BOOKS ARE USED:

Surname, First letter of the name. (Year of issue). Name of the book. Place of issue: Publisher.

Simon, J. L. (2016). *Developing Decision-Making Skills for Business*. Armonk, US: Routledge.

If the book does not have one author, but has only the senior editor or compiler, then after the author's name, in parentheses it should be written - (ed.)

Martinsson K., Piper A. (ed.). (2011). *Introduction to research: strategies, designs, methods*. Riga: RaKa.

If the author of the book is an organization, then instead of the author, indicate the name of the organization.

American Association Of School Librarians. (2013). *Empowering Learners: Guidelines for School Library Programs*. Chicago, IL, USA: American Library Association.

If the book does not have an author, then the reference begins with the title of the book.

Encyclopedia of Indiana. (1993). New York: Somerset.

IF ARTICLES FROM PERIODICALS, JOURNALS ARE USED:

Surname, First letter of the name. (Year of issue). Title of the article. Journal name, Volume (Number), Pages.

Breaugh, J.A. (2008). *Employee recruitment: current knowledge and important areas for future research*. Human Resource Management Review, 18(3), 103-118.

IF NORMATIVE DOCUMENTS ARE USED:

Name of the document. Author, date, number of the document. Publication news.

Darba likums. LR Saeimas 2001.g. 20.jūnija likums. Latvijas Vēstnesis 2001.g. 6.jūlijā Nr.105 (2492).

IF SOURCES FROM THE INTERNET ARE USED:

Surname, First letter of the name. (Year of issue). Title of the article. Viewed: date, from: address

Mehta, A. (2005) *Knowledge Flight: The Challenge of Hotel Employee Turnover*. *IHV International*. Apskatīts: 25.06.2021, no:
<http://www.hospitalitynet.org/news/154000320/4022403.search?query=hr>

The qualification paper "**Qualification Paper Topic**" has been developed within the framework of 1st level professional higher education study programme "Hospitality Service Organization" of the "Hotel School" Hotel Management College.

With my signature I certify that the qualification paper has been written and the research has been carried out independently, only the indicated sources of information have been used and the submitted electronic copy conforms to the copy of a printout.

Author: _____
(signature) (transcript of signature) (date)

I recommend / do not recommend work to be presented
(underline as appropriate)

Supervisor of the Qualification Paper: _____
(academic/scientific degree, name, surname) (signature) (date)

The work has been submitted to the methodologist of the Academic Department of the "Hotel School" _____
(signature) (transcript of signature) (date)

Decision of the pre-defence commission _____.

Secretary of the pre-defence commission: _____
(signature) (transcript of signature) (date)

Reviewer: _____
(academic/scientific degree, position, name, surname)

Qualification work was defended at the meeting of the Final State Examination Commission on _____ (date), minutes No. _____

Final assessment of the final state examination: _____
(from 1 to 10 points) (assessment in words)

Secretary of the defence commission: _____
(signature) (transcript of signature) (date)

Table 1

Name of Table

Title	Column Title		
	Column Subtitle	Subtitle	Subtitle
Text	Text		

(Investment and Development Agency of Latvia, 2020)*

If the author of the paper mentions tables and images from other sources, and if they are not self-made, it is mandatory to indicate its source and year*.

It is important to remember to use and insert only tables and images relevant to the qualification paper. Images and tables should be easily visible and features that difficult the perception of the illustrative material should be avoided. If charts (figures) are used in the research paper, then it is necessary to decrypt the designations of horizontal and vertical axis.

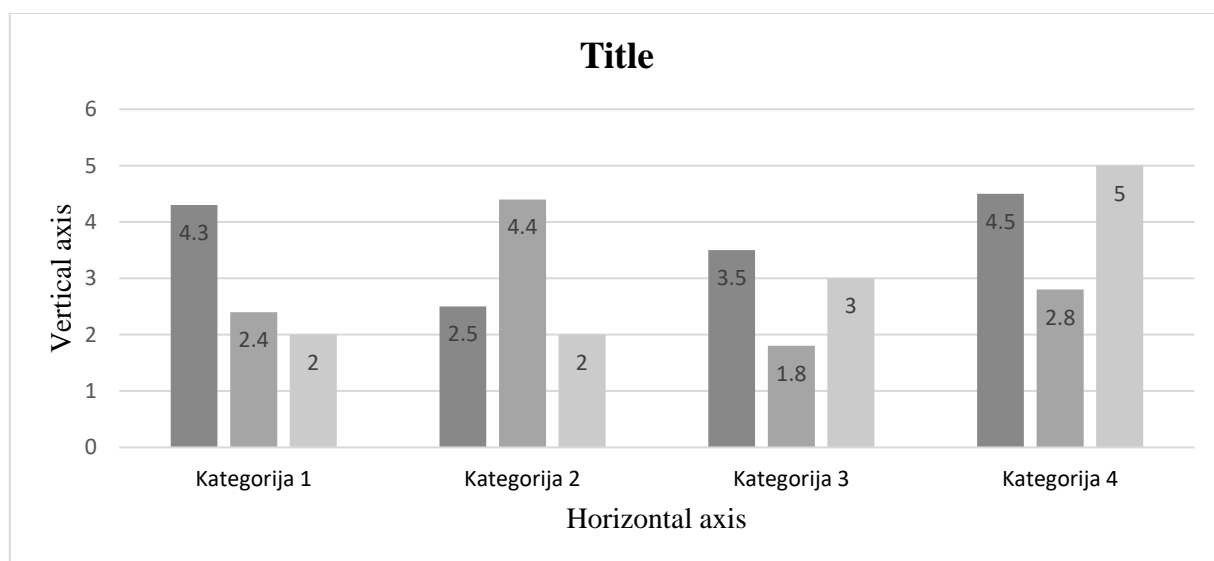


Figure 1

Name of the image. (Investment and Development Agency of Latvia, 2020)*

Minutes of the Pre-defence Commission of Qualification Paper

No.	Student's surname, name	Topic of the qualification paper and the name of the supervisor	ALLOW/ DO NOT ALLOW TO TAKE THE FINAL STATE EXAMINATION	JUSTIFICATION / RECOMMENDATIONS

Chairman of the Commission _____
 (position, name, surname)

Secretary of the Commission _____
 (position, name, surname)

Member of the Commission _____
 (position, name, surname)

20__ __. _____

Qualification Paper Reviewer’s Feedback Form

Student _____
(name, surname)

The topic of the qualification paper " _____ "

Criteria	Assessment (scale 1-10)	Comments
Topicality of the research subject of the qualification paper, assessment on the achievement of the aim and fulfilment of tasks. <ul style="list-style-type: none"> • Topicality and justification of the chosen subject. • Wording of the aim. • Task relevance to the aim. • Wording of the hypothesis or research question(s). 		
The relevance of theoretical sources to the topic of the paper. <ul style="list-style-type: none"> • Literature review and theoretical basis. • Theory’s relevance to the research tasks. • Topicality and relevance of the used bibliography. 		
Assessment on the research methods, sources of information and level of analysis. <ul style="list-style-type: none"> • Presentation of the methods used in the development of the work. • Scope of the study, relevance, selection criteria. • Results of applied research. 		
Relevance of conclusions and proposals to the aim and content of the work. <ul style="list-style-type: none"> • Validity of conclusions and recommendations. 		

<ul style="list-style-type: none"> • Compliance with the aim of the work, hypothesis/question, results of the study. 		
<p>Assessment on the practicality of the work.</p> <ul style="list-style-type: none"> • Quality and style of the language of the qualification paper. • Practical application of the applied research. 		
<p>Description of the strengths or weaknesses of the qualification paper.</p>		

Reviewer's questions to the author of the qualification paper:

- 1.
- 2.
- 3.

Overall assessment of the Qualification Paper (scale 1-10) _____ .

(assessment in words)

Reviewer _____ .

(scientific / academic degrees, name, surname)

Company and job title _____ .

Riga, year 202__ . _____

(signature)

Final State Examination Assessment Form

No.	Student's surname, first name	Topic of the qualification paper	Quality of student's qualification paper*					Student's presentation*				Student's answers to the commission's questions and the ability to discuss the topic (argue their opinion)*	supervisor's feedback*	reviewer's assessment*	student's answers to examination questions*	FINAL ASSESSMENT*	
			topicality of the research subject	bibliography and theoretical basis	data analysis	validity of conclusions and recommendations	format of the Paper	presentation structure	use of professional terminology	slide design	student's appearance and dress code						
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	

* assessed on a scale 1 to 10

Signatures of the members of the final state examination commission: _____ / _____ /
 _____ / _____ /
 _____ / _____ /

Date __/__/202__

Final State Examination Protocol No. _____

Riga _____, 202__.

Examination body Ltd "HOTEL SCHOOL" Hotel Management College
Smilšu street 3, Riga, LV-1050

Educational institution "HOTEL SCHOOL" Hotel Management College

Educational program Hospitality services, 41 811

Chairperson of the final state
examination commission _____

Secretary of the final state
examination commission _____

Members of the final state
examination commission _____

No.	Name, surname	Personal Identity Number	Final assessment of the final state examination (scale 1 to 10)	Assign/do not assign Level 4 professional qualification "Hotel Service Organizer"
1.				
2.				
3.				

Chairperson of the final state examination
commission: _____
(signature)

Secretary of the final state examination
commission _____
(signature)

Members of the final state examination
commission

(signature)