

APPLICATION

Study field "Hotel and Restaurant Service, Tourism and Recreation Organisation" for assessment

Study field	<i>Hotel and Restaurant Service, Tourism and Recreation Organisation</i>
Title of the higher education institution	<i>Latvijas Biozinātņu un tehnoloģiju universitāte</i>
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Self-evaluation report

Study field "Hotel and Restaurant Service, Tourism and
Recreation Organisation"

Latvia University of Life Sciences and Technologies

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1. Information on the Higher Education Institution/College

1.1. Basic information on the higher education institution/ college and its strategic development fields,.

Latvia University of Life Sciences and Technologies (LBTU) is one of the four universities of sciences in Latvia (established in 1938 as an independent higher education institution) which implements studies and research for various industries of the national economy and which has developed relevant educational and research competence and expertise in:

- the following unique fields: agriculture, forestry, veterinary medicine, food technology and landscape architecture,
- the following universal fields: information technology, economics and social sciences, agricultural engineering, environmental sciences and civil engineering.

On 18 May 2022, the Latvia University of Life Sciences and Technologies Council adopted a decision to change the name of the university, and starting from 1 September 2022, its name in Latvian will be “**Latvijas Biozinātņu un tehnoloģiju universitāte**” (LBTU). The 2022 / 2023 study year was set as a transition period for the new name of the university. All regulatory documents approved by the university's previous name “Latvijas Lauksaimniecības universitāte” are valid at LBTU.

LBTU:

Vision - Latvia University of Life Sciences and Technologies is a modern, nationally and internationally recognized science university - a leader in the innovations of bioeconomy and related industries and the sustainability of natural resources.

Mission - creation of an internationally competitive, innovative, creative and sustainable future for the development of society.

LBTU long-term goals:

1. Excellence in research that promotes technology and innovation and is integrated into the study process.
2. High-quality studies that provide the development of internationally competitive specialists.
3. Effective university management that ensures the targeted and efficient use of resources for high-quality studies and excellence-focused research.

LBTU medium-term objectives are subordinated to the vision, the mission and the long-term goals and are as follows:

1. Excellence in research.
2. Application of research results in the national economy (research results are understood to mean the university's knowledge, technology and innovation accumulated and generated).
3. Integration of studies and research.
4. Internationalisation of studies and lifelong education.
5. High quality and competitive studies that meet the current demand.
6. Diversified supply of lifelong education that meets the current demand.
7. Effective university management at all the levels.

The LBTU Development Strategy for 2023-2027 (<https://www.llu.lv/index.php/en/mission-and-vision>) prescribes three action programmes with relevant targets to achieve the long-term goals:

1. Research Programme,
2. Study and Lifelong Learning Programme,
3. Management Programme.

Starting from 01.09.2023, LBTU has 5 faculties and the Doctoral School (DS):

1. **LPTF** – Faculty of Agriculture and Food Technology (combining the Faculty of Agriculture (established in 1863) and Faculty of Food Technology (established in 1948)),
2. **VMF** – the Faculty of Veterinary Medicine (established in 1919),
3. **MVZF** – Faculty of Forest and Environmental Sciences (combining the Forest Faculty (established in 1920) and Faculty of Environment and Civil Engineering (established in 1947)),
4. **IITF** – Faculty of Engineering and Information Technologies (combining the Faculty of Engineering (established in 1944) and Faculty of Information Technologies (established in 2001)),
5. **ESAF** – the Faculty of Economics and Social Development (established in 1968 as the Faculty of Agricultural Economics; in 2013, the Faculty of Economics merged with the Faculty of Social Sciences).

Totally, the Faculties of LBTU implement 55 study programmes within **14** study directions (as of October 1, 2023).

Table 1.1.

Number of students and programmes in LBTU study directions

B – bachelor programmes; M – master programmes; D – doctoral programmes

No.	Study direction	Number of programmes				Number of students (01/10/2023)	Faculties
		Total	B	M	D		
1	Agriculture, Forestry, Fishery, and Food Hygiene	9	5	2	2	811	LPTF, MVZF, DS
2	Veterinary Medicine	2	1		1	462	VMF, DS
3	Architecture and civil engineering	10	5	3	2	459	MVZF, DS
4	Production and processing	8	4	2	2	404	LPTF, MVZF, IITF, DS
5	Information technology, computer engineering, electronics, telecommunications, computer management and computer science	4	2	1	1	388	IITF, DS
6	Environmental protection	3	1	1	1	89	MVZF, DS
7	Health care – a joint programme with LU and RSU	1		1		22	LPTF

No .	Study direction	Number of programmes				Number of students (01/10/2023)	Faculties
		Total	B	M	D		
8	Mechanics and metal working, heat power engineering, heat engineering and mechanical engineering	5	3	1	1	191	IITF, DS
9	Power industry, electrical engineering and electrical technologies	1	1			77	IITF
10	Sociology, Political Science, and Anthropology	2	1	1		90	ESAF
11	Economics	3	1	1	1	344	ESAF, DS
12	Management, administration and real estate management	5	1	4		284	ESAF
13	Hotel and restaurant service, tourism and recreation organisation	1	1			110	LPTF
14	Internal security and civil defence	1		1		35	MVZF
	Total	55	26	18	11	3766	

LBTU personnel, job positions and age group statistics information are in the table 1.2.

Table 1.2.

LBTU personnel, job position and age group statistics (as of October 1, 2023)

	Total	incl. women
University personnel	864	660
incl. academic staff members who have been elected at LBTU	303	197
professors	54	35
associate professors	57	36
assistant professors	82	62
lecturers	46	33
assistants	0	0

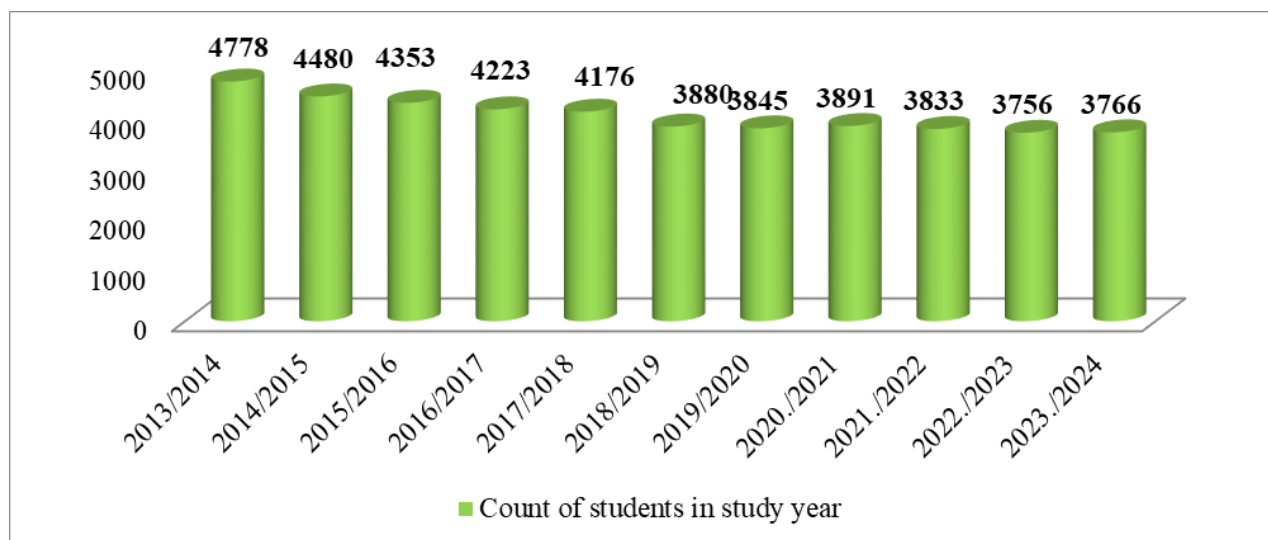
leading researchers and researchers	64	31
Academic staff members – professors, associate professors, assistant professors, lecturers or assistants – who are also elected as leading researchers and researchers	159	110
Other personnel	561	408
Academic staff who have not been elected at LBTU (visiting professors, visiting assistant professors, visiting lecturers)	258	154
of which foreign visiting professors, visiting assistant professors, visiting lecturers	7	3
Distribution of academic staff members by age:		
under 25 years	0	0
25–29 years	2	2
30–34 years	16	10
35–39 years	36	24
40–44 years	56	31
45–49 years	44	34
50–54 years	42	30
55–59 years	25	18
60–64 years	31	23
65 years and over	51	25

230 members of the total academic staff have a scientific degree (75.91 %).

LBTU promotes and supports the engagement of young teaching staff in academic work. Of the current academic staff, 51 % are less than 50 years old, 32 % are from 50 to 65 years old and only 17 % are over 65 years old.

Changes in the number of students at LBTU in the period 2013-2023 (October 1 of each year)

In the period from the academic year 2013 / 2014 to the academic year 2023 / 2024, the total number of students accounted for average 4,000. The decrease in the number of students over the six-year period reflects overall negative demographic trends concerning natural increase of population and migration. The total number of students at LBTU decreased by 23% over the six-year period, yet a positive fact is that the number of students tends to remain stable in last years. The processes in the country, which have affected the number of students at the university, have been affected by the decrease in the number of students who have graduated from secondary school. Currently (in 2023), the number of students in LBTU has levelled off, and there has even been a slight increase in the total number of students studying at LBTU compared with the previous year.

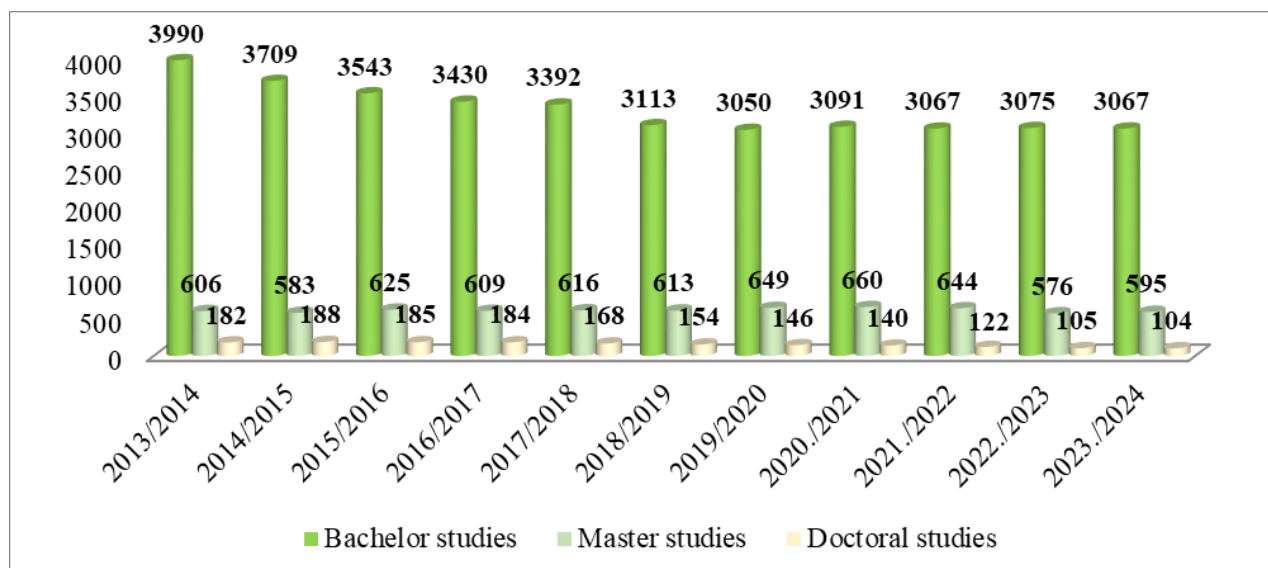


If the university has been able to stabilize the influence of the external factor influencing the number of students, then several reasons for the decrease in the number of students are currently identified, which can be identified after the students' matriculation.. The major reasons are as follows:

1. There was a considerable increase in the amount of students who discontinued their studies during the first semesters owing to the wrong study programme or study direction chosen, their jobs and private life problems.
2. Some students could not continue their studies because of financial problems or due to the schedule requirements (especially working part-time students), since they could not combine studies with their working hours.
3. Master's degree students were unable to combine studies with their jobs.
4. Interest in doctoral studies tended to decrease because financial support for doctoral students was insufficient (a monthly scholarship determined by the state was EUR 113.83, since January, 2022 - EUR 140), and the availability of funding for research was limited.

The distribution of the number of students by level of studies at LBTU in the reference period was as follows:

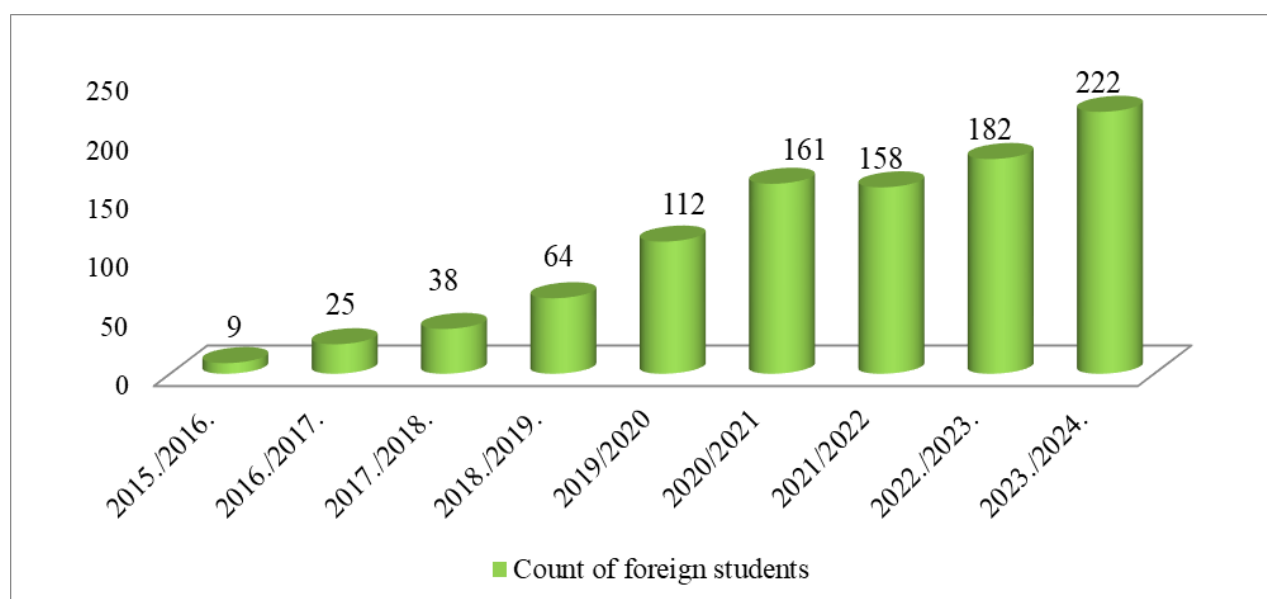
1. Bachelor's degree studies: 79-84 %
2. Master's degree studies: 13-17 %
3. Doctoral studies: 3-4 %



Evaluating the dynamics of the number of students by study level, it can be concluded that the most fluctuating (with a negative trend) are the undergraduate and doctoral study levels. Where the decrease in the number of students at the undergraduate level also has a rational explanation: in the last six years, several study programs have been consolidated, as well as LBTU affiliates in the regions were closed. The decrease in numbers of part-time students was observed in particular. The decrease in the number of doctoral students could be explained by the insufficient amount of funding allocated to science and research as well as the fragmented nature of that funding.

Main activities implemented by LBTU to increase its number of students:

1. In the academic year 2015/2016, LBTU began admitting international students for studying in English. Thus 222 international students studied at LBTU in 12 study programmes (bachelor, master and doctoral level studies) in the academic year 2023/2024.
2. Students are given an opportunity to acquire a bachelor's and master's degree of social sciences in sociology in the form of e-studies.
3. As regards the conventional study process, teaching staff members use the *Moodle* online system intensively as a support tool for e-studies (learning materials, multiple choice tests, tests, homework etc.);
4. Infrastructure for studies and research has been improved and modernised.
5. Opportunities to receive scholarships funded by patrons tend to increase.
6. LBTU provides doctoral students with internal research grants.



Research activities and motivation measures for the academic staff are defined in the LBTU Development Strategy, the relevant targets set have to be achieved by the Faculties, administrative centres and scientific institutes and laboratories. Approval of these plans for the period of the calendar year takes place in each structural unit.. The decision-making bodies of the organisational units have to approve the targets set and the procedure to achieve the targets. Each organisational unit collegially reports on the progress to the LBTU Rectorate.

1.2. Description of the management structure of the higher education institution/ college, the main institutions involved in the decision-making process, their composition (percentage depending on the position, for instance, the academic staff, administrative staff members, students), and the powers of these institutions.

The following key (collegial) institutions are involved in making **strategic decisions** at LBTU:

The **Council** is a supreme collegial representation, management and decision-making body authorised by the personnel of LBTU.

The **Council**:

- approves and amends the Constitution of LBTU,
- elects and dismisses the members of the Senate of LBTU,
- elects the rector of LBTU,
- may encourage the removal of the Rector,
- elects the Academic Arbitration Court of LBTU and dismisses its members,
- confirms the annual report on the activities of LBTU prepared by the Rector.

The Council is composed of 200 members who are elected by the organisational units of LBTU by secret ballot for three-year terms in the following composition:

- academic staff - 140,
- students - 40,
- other personnel – 20.

The Council functions in accordance with its Statute <https://www.llu.lv/lv/konvents> (only in Latvian).

LBTU Supervisory Board is a collegial highest decision-making institution of LBTU (<https://www.llu.lv/lv/llu-padome> only in Latvian). The LBTU Supervisory Board is responsible for the sustainable development, strategic and financial supervision of LBTU, as well as ensures the operation of LBTU in accordance with the goals set in the LBTU strategy, protects the autonomy of LBTU, as well as respects the academic freedom of academic staff and students and promotes its implementation.

The LBTU Supervisory Board consists of 11 members (<https://www.llu.lv/lv/llu-padome>), of whom:

- five are nominated by the Senate,
- one is an outstanding representative of the academic environment not related to the activities of LBTU and is nominated by the Latvia President,
- five are representatives of the public in accordance with the procedures specified by the Cabinet, and shall be appointed by the Ministry of Agriculture and nominated by the Cabinet.

The main responsibilities of the LBTU Supervisory Board are:

- approves the Constitution of LBTU and its amendments,
- approves the development strategy of LBTU and monitors the progress of its implementation,
- approves the budget and financial plan of LBTU,
- monitors the operation of the internal control and risk management systems, reviews their adequacy and effectiveness,
- upon the proposal of the Rector, decides on:
 - LBTU structure,
 - LBTU staff remuneration policy,
 - Adoption of LBTU real estate development plan.
- nominates candidates for the post of Rector for the election of the Rector to the Council;
- determines the duties and remuneration of the Rector, evaluates the work of the Rector.

LBTU Supervisory Board functions in accordance with its Statute (<https://www.llu.lv/lv/llu-pamatdokumenti>) (in Latvian).

The Senate is a collegial higher academic decision-making institution of LBTU, which is responsible for the excellence, development and compliance of the education and research of LBTU with internationally recognised quality standards. The Senate determines the areas of academic and scientific activity of LBTU.

The Senate is approved by the Council for a period of three years. The Senate consists of 50 senators, of which:

- 38 are representatives of academic staff who represent all the Faculties (75 %),
- 10 representatives of students who have been nominated by the Student Self-government (20 %),
- the Rector of LBTU,
- 1 other personnel.

The Senate functions in accordance with its Statute <https://www.llu.lv/lv/senats> (in Latvian)

Regulations, decisions and procedures related to issues of LBTU's core activities are adopted, by:

1. Rector,
2. Vice-Rectors for studies and science,
3. Vice-Rector for Finances,
4. Deans of the Faculties

Annex 1 – List of main internal documents of LBTU.

Annex 2 – LBTU Management Structure.

1.3. Description of the mechanism for the implementation of the quality policy and the procedures for the assurance of the quality of higher education. Description of the stakeholders involved in the development and improvement of the quality assurance system and their role in these processes.

Quality management system at the University

The quality management of study processes is part of the overall quality management system of LBTU. Since 2016, the quality management system of LBTU has been based on the international standards for excellence (see Investors in Excellence Standard, www.investorsinexcellence.com).

The quality management system of LBTU is externally audited every two years (audits may be done by the organisations recognised by the Investors in Excellence organisation, which either grant or do not grant an Investors in Excellence certificate to the organisation audited). Such a certificate was granted to LBTU both in 2016 (the first audit) and in 2018., 2020. and 2022. (the repeated audit). The audit takes place every 2 years.

The quality management system of LBTU is part of the overall LBTU Development Strategy and covers a broad spectrum of matters. A general description of the LBTU Quality Management System and Quality Assurance Plan are internal documents. LBTU Quality Management System is described in the Quality Management Manual (file available in the Other annexes of the report, only in Latvian).

Quality management system in the context of studies

LBTU has developed a detailed joint scheme of study processes that includes 90 major study processes, their sequence and interaction. Each of the 90 processes is described and arranged sequentially. The description contains the following parts: activities; responsible organisational units and employees; reference to the legislative or regulatory framework governing the activities. The detailed joint scheme of study processes provides a common approach to study processes across all the organisational units.

The descriptions of quality of studies at LBTU are restricted access documents and are intended for internal use at LBTU as well as are part of the management and strategic documents of LBTU. The detailed information on the internal quality management system and its effectiveness is contained in Section 2.2 of the self-assessment report where the quality management system is described, assessed and defined in the context of a particular study direction.

The characteristics of stakeholders and their role in the development and improvement of quality assurance system

The quality management system of LBTU covers all the spheres of LBTU activity. The academic staff and other personnel of LBTU are involved in the quality management system. The coordinating body of the quality management system is the Administrative Centre of LBTU, which is subordinate to the Rector.

1.4. Fill in the table on the compliance of the internal quality assurance system of the higher education institution/ college with the provisions of Section 5, Paragraph 2(1) of the Law on Higher Education Institutions by providing a justification for the given statement. In addition, it is also possible to refer to the respective chapter of the Self-Assessment Report, where the provided information serves as justification.

1.	The higher education institution/ college has established a policy and procedures for assuring the quality of higher education.	Investor in Excellence certificate issued in 2016 Detailed information is provided in Section 1.3 of the report
2.	A mechanism for the creation and internal approval of the study programmes of the higher education institution/ college, as well as the supervision of their performance and periodic inspection thereof, has been developed.	<p>New study programmes are developed in accordance with the Regulation on Study programme Development, Approval and Amendment at LBTU (No. 10-5 as of 13 March 2019) approved by the Senate.</p> <p>The Regulation stipulates that:</p> <ol style="list-style-type: none"> 1. A programme shall be developed by a Faculty, discussed by the Methodological Commission of the Faculty and approved by the Board of the Faculty, 2. The programme developed shall be discussed by the Board of Studies and recommended for approval by the Senate, 3. The Senate shall approve the programme and a director for the programme, 4. Relevant documents shall be submitted to the Academic Information Centre for being licensed, 5. New students shall be admitted to LBTU and enrolled in the programme after the licence has been granted. <p>Every year, annual reports are drawn up for all study programmes, the reports are approved by the Senate and published on the LBTU website https://www.lbtu.lv/lv/studiju-virzienu-parskati-un-pasnovertejuma-zinojumi (only in Latvian)</p>

3.	<p>The criteria, conditions, and procedures for the evaluation of students' results, which enable reassurance of the achievement of the intended learning outcomes, have been developed and made public.</p>	<p>The students' learning outcome assessment system is described in:</p> <ul style="list-style-type: none"> • Regulation of Studies (bachelor's and master's degree studies). • Regulation of Doctoral Studies. <p>Both regulations are available in the section of the report "Other annexes" in the "LBTU Documents in English"</p> <p>The requirements for assessing students' learning outcomes for each particular course are given in the descriptions of course study programmes available in Latvian and English in the LBTU IS course register at - https://lais.llu.lv/pls/pub/kursi.startup?l=1 (language change is possible using a flag at text "Main Menu").</p>
4.	<p>Internal procedures and mechanisms for assuring the qualifications of the academic staff and the work quality have been developed.</p>	<p>LBTU has developed procedures and regulations (approved by the Senate) to guarantee the qualifications and work quality of academic staff:</p> <ol style="list-style-type: none"> 1. The LBTU Regulations on Academic Positions (File available in the attachments section in the folder "LBTU Documents in English"). 2. The Regulation regarding the Calculation of Academic Workload (File in the attachments section in the folder "LBTU Documents in English"). 3. The Motivation System for LBTU Academic Staff (File available in the attachments section in the folder "LBTU Documents in English"). 4. Classes for students are scheduled in accordance with the procedures approved by the Rector: classes are scheduled in a centralised way for full-time studies, while for part-time studies it is done by each Faculty. The schedules are publicly available two weeks before the beginning of a semester (for part-time studies – before the beginning of the examination period) - https://www.lbtu.lv/lv/nodarbibu-grafiki (in Latvian).

5.	The higher education institution/ college ensures the collection and analysis of the information on the study achievements of the students, employment of the graduates, satisfaction of the students with the study programme, efficiency of the work of the academic staff, the study funds available, and the disbursements thereof, as well as the key performance indicators of the higher education institution/ college.	<p>LBTU uses an information system that aggregates information about the entire study process of each student (decisions regarding the student, grades earned, payments made). Every semester, a survey of students is conducted to find out students' opinion regarding the courses taken, satisfaction with the way the courses are organised, the content of the courses, the teaching staff delivering the courses (an electronic questionnaire). The survey results are available to each teaching staff member, directors of study programmes, department/institute directors, deans of the Faculties and the Vice-Rector for studies.</p> <p>For financial planning and accounting, LBTU employs the accounting system Horizont that is a single system connected with the Ministry of Agriculture.</p> <p>The achievement of the goals and targets set by the LBTU Development Strategy is reported each year at different levels:</p> <p>Faculties – during the dean's office meetings, Administrative units – at the Board of Studies, The Vice-Rectors – during the Rectorate meetings, The Rector – during the Council meetings.</p> <p>Annex - screenshots from LBTU IS and LBTU intranet MansLBTU.</p>
6.	The higher education institution/ college shall ensure continuous improvement, development, and efficient performance of the study field whilst implementing their quality assurance systems.	<p>Reports of the study directions are produced every year, reviewed by the Board of Studies and approved by the Senate. Once approved, the reports are made public on the LBTU website https://www.llu.lv/lv/studiju-virzienu-parskati-un-pasnovertejuma-zinojumi (only in Latvian)</p>

2.1. Management of the Study Field

2.1.1. Aims of the study field and their compliance with the scope of activities of the higher education institution/ college, the strategic development fields, as well as the development needs of the society and the national economy. The assessment of the interrelation of the study field and the study programmes included in it.

The study field “Hotel and Restaurant Service, Tourism and Recreation Organisation” is one of the priority study fields in the field of social sciences at LBTU. The aim of the study field is to provide high quality studies that ensure the training of internationally competitive specialists for the hospitality sector of the tourism industry. The aim of the study field is based on the vision and mission of LBTU, assessment of future opportunities and challenges, and is in line with the long-term development goal of LBTU for high quality studies providing training of internationally

competitive specialists, as well as in line with the medium-term goals in research excellence and innovation capacity, high quality studies and excellence in university management (https://www.lbtu.lv/sites/default/files/2023-08/Strategija_2023.pdf (in Latvian), https://www.lbtu.lv/sites/default/files/2023-11/Strategija_2023_ENG_1.pdf (in English)).

The implementation of the aim of the study field contributes to the development of a competitive intellectual potential, in particular for the hospitality sector of the tourism industry. In addition, the quality of studies, the provision, development and maintenance of a modern study and research environment, and the alignment of stakeholders' interests are key to the implementation of the aim.

The importance of the study field for the development of the economy and society is determined by the uniqueness of the study programme, which provides the knowledge, skills and competences necessary for professional activity at the managerial level in the labour market. In order to make the study field more competitive and the graduates more marketable, we are actively cooperating with employers and various industry associations, involving all these parties in the implementation of the study process.

The service sector is playing an increasingly important role in the global economy. In Latvia, trade, accommodation and food service, transport and storage services are all growing, but labour demand forecasts for these sectors are expressed with caution. The tourism industry, including hospitality, is one of the main drivers of economic growth, job creation and exports worldwide. In terms of employment, the European Commission also forecasts positive future growth for the European Union as a whole in the hospitality and food service sector, but contrary to the positive trends in the European Union, the European Centre for the Development of Vocational Training (Cedefop) expects employment in Latvia to fall by -4 % in the tourism industry by 2030. The long-term labour market projections of the Ministry of Economy (MoE) of the Republic of Latvia until 2030 show a similar trend, with a decrease in demand for specialists with higher education in the "Hotel and restaurant services" programme group (-11 %). However, a study conducted by Dynamic University SIA (2019) with representatives of the tourism industry shows that there is a labour shortage on the labour market, which is applicable to all qualification levels. The majority of hotel, guesthouse and food service respondents indicated that labour demand is unlikely to change in the long term (70% of respondents). Commenting on the forecasts and expressing their views, the industry experts interviewed stressed that the labour market favours higher-skilled workers. Currently, it can be concluded that, despite the forecasts with small minus sign percentages for the demand for higher skilled workers in the hospitality sector in Latvia, the opinions expressed by employers confirm that competent young professionals will be needed in the sector.

2.1.2. SWOT analysis of the study field with regard to the set aims by providing explanations on how the higher education institution/ college expects to eliminate/improve weaknesses, prevent threats, and avail themselves of the given opportunities, etc. The assessment of the plan for the development of the study field for the next six years and the procedure of the elaboration thereof. In case there is no development plan elaborated or the aims/ objectives are set for a shorter period of time, information on the elaboration of the plan for the development of the study field for the next assessment period shall be provided.

The SWOT analysis (see Table 2.1) has been carried out in two aspects:

1. the evaluation of the study field, which is more related to the currently identifiable strengths and weaknesses,
2. the analysis of the prospects of the study field, which indicates the factors facilitating and hindering the further development of the study field.

The strengths, weaknesses, opportunities and threats of the study field are assessed on the basis of the results of student and graduate surveys, employer surveys, as well as the economic and social situation in Latvia.

The development plan of the study field is closely connected with the LBTU development strategy and the sectoral policy (see the annex *Development Plan of Study Field Programmes 2023–2027*).

The main development priorities of the study field are:

1. improvement of study content, environment and infrastructure,
2. implementation of study programme in English, attraction of foreign students, and popularisation of study programme abroad,
3. attraction of foreign teaching staff in a more targeted way,
4. closer cooperation with foreign and Latvian higher education institutions, where this study field is implemented, in order to implement more extensive research in the field of tourism and hospitality.

Table 2.1

SWOT matrix of the study field

Opportunities of the study field environment	
Strengths	Weaknesses
Uniqueness of the study programme, interdisciplinary nature	Small number of foreign teaching staff involved
Compliance of the study programme with the National Standard, professional qualification, requirements of hospitality employers	Low mobility of incoming students
Qualified teaching staff, including teaching staff from industry	Insufficient research in the field of hospitality among the teaching staff
Methodological, material and technical support for the implementation of studies	Irregular ordering of professional literature

Effective internal quality assurance mechanism	Low number of part-time students
Active cooperation with industry associations, industry enterprises, institutions	
Democratic, student-supportive way of communication between teaching staff and students	
State budget places filled	
Outward mobility of both students and teaching staff	
Close cooperation with other LBTU structural units	
Competitive tuition fees	
Active use of e-learning and LBTU Information System among teaching staff and students	
Use of special computer software in studies	
Good cooperation with the student council of the faculty, graduates	
External environment of the study field	
Opportunities	Threats
Development of the study field in accordance with the requirements of employers, State priorities	Decreasing number of students due to the poor demographic situation in Latvia
Study programme in English	Migration of Latvian youth abroad
Attraction of teaching staff from abroad	Poor mathematics skills of potential candidates
Expansion of cooperation with foreign and Latvian higher education institutions	Unstable economic situation in Latvia, which contributes to a decrease in the ability of people to pay and to their inability to support their children's studies

More active cooperation with Latvian vocational education institutions

Competition between Latvian higher education institutions as well as European countries with no or low tuition fees

Infrastructure development

Creation of scholarships provided by the companies in the sector

Overall, the strengths of the study field are its uniqueness in terms of the study of hospitality services, in particular food service management, at the highest level, which is not offered by any higher education institution in Latvia. Its strengths also lie in its teaching staff, who are able to be both professionally and pedagogically competent, as they make the students feel good about their studies. The material and technical support and the cooperation in study management at both vertical and horizontal level are highly appreciated.

The development plan for the study field plans activities aimed at reducing weaknesses and potential threats, as well as exploiting opportunities. Various activities will be implemented to prevent and/or reduce the identified weaknesses:

- in the study process, the increase in the number of foreign teaching staff (goal - 50% increase during the next two study years) will be facilitated by the formation of contacts with new foreign universities and the organization of an information campaign, in connection with the opportunities for foreign teaching staff to work at LBTU. The activity will be implemented in cooperation with the LBTU International Cooperation Center;
- the increase in the mobility of incoming students (goal - 70% increase during the next two study years) will be facilitated by starting the implementation of the study program in English, making contacts with new foreign universities and organizing an information campaign among foreign students. The activity will be implemented in cooperation with the LBTU International Cooperation Center;
- the increase of scientific research in the field of hospitality (goal - 30% during the next study year) will be facilitated by the involvement of teaching staff in various research projects and in the study of issues relevant to the field;
- the regularity of ordering professional literature will be facilitated by informing the teaching staff at the annual meeting of the teaching staff involved in the implementation of the study program, where the invited representative of the LBTU Fundamental Library will explain this process;
- the increase in the number of students in part-time studies (goal - 100% increase during the next two study years) will be facilitated by the reduction of total study time.

The realisation of opportunities is connected with the implementation of the study programme "Restaurant and Hotel Management" in a foreign language – English, which would also change the weakness of the study field. The possibility of obtaining this status is requested in the accreditation procedure. This would increase the number of students in the programme. The increase in the number of students would also be facilitated by the reduction of the part-time study period from 5 years to 4 years and 3 months. Through various projects, opportunities would be found to attract foreign teaching staff.

2.1.3. The structure of the management of the study field and the relevant study programmes, and the analysis and assessment of the efficiency thereof, including the assessment of the role of the head of the study field and the heads of the study

programmes, their responsibilities, and the cooperation with other heads of the study programmes, as well as the assessment of the support by the administrative and technical staff of the higher education institution/ college provided within the study field.

The study field “Hotel and Restaurant Service, Tourism and Recreation Organisation” is included in the overall structure of LBTU. The Faculty of Agriculture and Food Technology (LPTF) is responsible for the implementation of the study field at LBTU, while the Faculty of Economics and Society Development, Faculty of Engineering and Information Technologies, Faculty of Forest and Environmental Sciences, Lifelong Learning Centre, and Sports Centre participate. The study field includes one undergraduate programme.

The following administrative and academic staff are involved in ensuring the basic activities of the study field: dean, vice-dean, head of the study field, study programme director, head of the Food Institute, teaching staff, and LBTU Student Council (including the LPTF Student Council). The dean's office of the faculty supervises student affairs, manages record-keeping, prepares diploma supplements, etc., binding record-keeping documents.

The head of the study field is responsible for the strategic management of the study field and, in close cooperation with the director of the study programme, supervises the management of the study program corresponding to the study field, outlines the development scenario of the study program and monitors the effective functioning of the study vision and programme. The effectiveness of the management of the study direction and the study program is confirmed by the compliance of the study program with the requirements of Latvian legislation and the current affairs of the industry, which is confirmed by the analysis of study process documents and the results of employer surveys. On the other hand, the students' positive assessment of the quality of the study process and the successful integration of graduates into the labour market are indications of the implementation of effective management.

The study programme director is responsible for the implementation of the study programme in accordance with the Senate decision 14 June 2023 on the regulation “Regulations on Study Programme Directors” (internal document), which defines the duties and rights of the programme director. The director of the study programme is approved by the LBTU Senate based on the decision of the LBTU Study Council. The main responsibilities of the director of the study programme:

1. organise study programme development,
2. prepare information for the annual review of the self-assessment of the study programme and direction, and the accreditation report,
3. cooperate with the dean of the faculty, head of institute, teaching staff and students to improve the study programme,
4. follow up on the assessment of teaching staff involved in the study programme in the LBTU Information System (LBTU IS) and evaluate them,
5. analyse the results of the conducted surveys of students, graduates and employers,
6. perform academic recognition of study courses or their parts,
7. inform students about current processes, activities and requirements in studies,
8. cooperate with the LBTU Study and Communication and Marketing Centres.

The director of the study programme prepares information on the study programme for the annual self-evaluation report of the study field, and together with the head of the study field, prepares the overall report. LBTU internal documents regulate the preparation of study field reports in

accordance with the order of the vice-rector of studies “On the Procedure for Preparation of Study Field Annual Reports and Self-Evaluation Report” (06.10.2020) (internal document). The LPTF Council approves the annual report of the study field.

The director of the study programme and the dean of LPTF are involved in the work of the Methodological Commission for the Food Field, establishing cooperation among the study programmes implemented at the faculty. The activities of the Methodological Commission are regulated by the regulation “Regulations of the Methodological Commission” (13.12.2023) (internal document).

The organisation of the study programme is created taking into account the needs of the students in the study process, regularly evaluating and analysing the performance. Study work is organised by the responsible faculties – LPTF Food Institute, and supervised by the Faculty Council, LBTU Study Centre, LBTU Senate and LBTU Council.

The effectiveness of management at LBTU is facilitated by a uniform order in the study process organisation in all study directions and programmes, uniform document samples and availability of information on ongoing processes and current events at LBTU. Regular weekly meetings attended by LBTU management, deans of all faculties, supporting administrative departments ensure quick information circulation and action and decision-making on various issues. See the management structure scheme in the Annex 2 *Study Direction Management Structure Hotel and Restaurant Services*.

2.1.4. Description and assessment of the requirements and the system for the admission of students by specifying, inter alia, the regulatory framework of the admission procedures and requirements. The assessment of options for the students to have their study period, professional experience, and the previously acquired formal and non-formal education recognised within the study field by providing specific examples of the application of these procedures.

The admission procedure and requirements for students are determined by the annual LBTU Admission Regulations. The Admission Regulations for all LBTU study programmes, including the corresponding study programme “Restaurant and Hotel Management” of the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation”, are approved by the LBTU Senate and published on the LBTU portal in October each year. The Admission Regulations in Latvian are available at <https://www.lbtu.lv/lv/pamatstudijas#uznemsana>, for studies in English – <https://www.lbtu.lv/en/how-to-apply>

Candidates for undergraduate are admitted on a competitive basis, in accordance with the competition criteria specified in the Admission Regulations. The Admission Regulations for students studying in Latvian for the academic year 2024/2025 are available at https://www.lbtu.lv/sites/default/files/2023-11/Uznemsanas_noteikumi_pamatstudijas_2024_2025_stg_08112023.pdf (in Latvian).

Admission requirements for the bachelor’s study programme “Restaurant and Hotel Management” (“Catering and Hotel Management”) – general secondary education or vocational secondary education. Students are admitted on a competitive basis based on a centralised exam in Latvian, foreign language, and mathematics. Additional points are awarded for the centralised exam in social sciences.

Candidates for undergraduate studies can apply for the chosen study programme in the unified admission system implemented by 12 Latvian higher education institutions (Latvia University of Life Sciences and Technologies, University of Latvia, Riga Technical University, Daugavpils University, Liepaja University, Vidzeme University of Applied Sciences, Rezekne Academy of Technologies, Ventspils University of Applied Sciences, BA School of Business and Finance, EKA University of Applied Sciences, RISEBA University of Applied Sciences, ISMA University of Applied Sciences), using the e-service (portal <https://latvija.gov.lv/Home/?lang=lv> (in Latvian)). The unified system offers several advantages:

for higher education institutions – to predict the number of potential students who will enter into a study contract,

for candidates – to approve the application for studies closer to their place of residence, to follow their opportunities to study in the chosen study programme, to promptly receive the results of the competition.

In the undergraduate study programmes of the study direction, prospective students can also start studies in later study stages, if they have previously acquired knowledge, skills and competencies in formal education or in non-formal education. Studies at later stages at LBTU are carried out on the basis of Section 47 of the Law on Higher Education Institutions of the Republic of Latvia and of Cabinet Regulations No. 932 of the Republic of Latvia “On the Procedure for Starting Studies at Later Stages” (16.11.2004). In accordance with the legislation, the rector’s order “On the Procedure for Starting Studies at Later Stages at LBTU” (17.11.2022) (internal document) has been issued.

Recognition of competencies acquired outside formal education or acquired through professional experience and study results achieved in previous education at the Latvia University of Life Sciences and Technologies is carried out pursuant to Sections 59.² and 59.³ of the Law on Higher Education Institutions of the Republic of Latvia and Cabinet Regulation No. 505 of the Republic of Latvia “Regulations on the Recognition of Knowledge, Skills, and Competences Acquired Outside Formal Education or Acquired through Professional Experience” (14.08.2018). LBTU has approved the regulations and procedures on starting studies at later stages of studies and recognition of knowledge, skills and competences acquired outside formal education (LBTU Regulation “Regulations on Recognition of Knowledge, Skills and Competences Acquired Outside Formal Education or Acquired through Professional Experience” (08.02.2023) (internal document).

During the reporting period, nine students have started studies at later stages in the study field, while the recognition of knowledge, skills and competences acquired through professional experience has been implemented for one student and the recognition procedure has been initiated for one student.

2.1.5. Assessment of the methods and procedures for the evaluation of students’ achievements, as well as the principles of their selection and the analysis of the compliance of the evaluation methods and procedures with the aims of the study programmes and the needs of the students.

The basic principles of evaluation of students’ knowledge are determined by the Cabinet Regulations of the Republic of Latvia “Regulations on the State Higher Education Standard” (13.06.2023)

(<https://likumi.lv/ta/id/342818-noteikumi-par-valsts-profesionalas-augstakas-izglitiba-standartu> (in

Latvian)) and LBTU Regulation “LBTU Study Regulation” (14.06.2023) (internal document). The Study Regulation describes the criteria, conditions and binding procedures for the assessment of students’ performance. The basic principles of assessment are based on the study results in the study programme.

Basic principles of student performance evaluation:

1. The principle of openness – a set of requirements for study courses is defined, the quality of knowledge is assessed qualitatively (on a 10-point scale) and quantitatively (in credit points).
2. The principle of obligation – it is required to obtain a successful assessment in all study programme
3. The principle of assessment review – LBTU determines the procedure for reviewing the obtained
4. The principle of diversity of the types of tests – see different types of tests used in the assessment of study programme acquisition in the descriptions of study plan and study courses.

Knowledge, skills and competences, as well as the types of tests used to assess them, are defined in the study course programmes, and are specified in the requirements for the acquisition of credits and the organisation of students’ independent work. At the beginning of the study course, the teaching staff acquaints the students with the aim of the study course, the examination papers, the organisation and execution of independent work, the deadlines and the execution criteria. This information is also posted in the e-learning of the relevant study course.

The teaching staff chooses the study course evaluation methods, evaluating the specifics of the study course, the level of students’ preparation, and the previously acquired study courses. The types of examination are collegially discussed for the effectiveness of the implementation of study programme.

The analysis of students’ success is evaluated twice a year, at the end of each study semester. The Study Regulations stipulate the procedure for the implementation of studies in the case of academic debts.

LBTU has developed the principles of evaluation of final study work, which are set out in the regulation “LBTU Regulations on Final Study Examinations” (09.03.2022) (internal document). The conditions for the organisation and technical execution of the final study work are given in the study material “Methodological Rules for the Development of the Bachelor’s Thesis”, which are published on the LPTF website in the section Studies / Study documents of the food technology field (<https://www.lptf.lbtu.lv/lv/partikas-tehnologijas-virziena-studiju-dokumenti-un-veidlapas> (in Latvian)). The evaluation procedure for the final work is given in the description of the study course “Bachelor thesis”. For the final works of studies (bachelor theses), a preliminary defence is organised, where the progress of the work and the degree of maturity of the work are assessed. The final work is defended at a meeting of the State Examination Commission. The evaluation of the bachelor thesis (with a grade) is based on the evaluation of the thesis reviewer and the commission.

The evaluation of students’ professional internships is carried out in accordance with the LBTU Senate-approved “LBTU Regulations on the Procedure for Organising Internships” (14.12.2022) (internal document) and its subordinate orders. Students’ achievements are evaluated according to the aim and tasks of the internship. The evaluation of the internship consists of the internship report prepared and submitted to the internship supervisor and the feedback of the internship supervisor (company representative), and the public presentation of the internship report in a committee established by the LBTU internship supervisor. The assessment of the internship is

stipulated in the descriptions of the internship-study courses.

The defined principles, criteria, and procedures for evaluating student performance promote the achievement of the goal of the study programme and ensure the implementation of student-centred studies.

2.1.6. Description and assessment of the academic integrity principles, the mechanisms for compliance with these principles, and the way in which the stakeholders are informed. Specify the plagiarism detection tools used by providing examples of the use of these tools and mechanisms.

The Academic Integrity Policy of LBTU has been approved by the decision of the LBTU Council of 12.05.2023. Students and LBTU academic, general, scientific, and administrative staff are equally responsible for the observance of the principles of academic integrity and for the consequences of violation. The observance of the principles of academic integrity and the procedure for such observance are laid down in the regulation “LBTU Regulations on Academic Integrity” (14.06.2023) (internal document).

Academic integrity is the exercise of academic work with the highest standards of professionalism and accuracy, objectivity and truthfulness, moral and ethical principles, integrity, including the prevention of plagiarism, truthful reporting and accuracy in academic publications, and in communication and publicity activities.

The task of academic integrity of LBTU is:

1. to observe a high academic and scientific culture,
2. to promote public confidence in the quality of education and the results of scientific research,
3. to prevent and eliminate violations of the principles of operation of academic integrity,
4. to determine liability for dishonest and unauthorised actions.

LBTU has developed and follows certain procedures for the control of plagiarism in the final works and actions, if plagiarism is confirmed:

1. the rector's order “Violations of Academic Integrity in Final Works / Doctoral Theses” (28.11.2022) (internal document)
2. order by vice-rector of studies “Procedures for Submitting Electronic Copies of Final Works and Their Verification in the Plagiarism Control System” (25.11.2022) (internal document)

In 2014, LBTU concluded an agreement on the use of the inter-university unified computerised plagiarism control system and started the examination of all final works of undergraduate and other levels of studies for textual consistency. According to the procedure, if the system detects a 10% textual correspondence with another work, the LBTU LPTF Methodological Commission decides on the presence or absence of plagiarism. When making a decision, the explanations of the author of the work and its supervisor are considered.

In the reporting period, 280 works were examined in the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation”. Of these, one work was recognised as plagiarism. After the assessment of plagiarism, the student was given the right to revise and resubmit the work in the next academic year.

The Turnitin Integrity tool has been integrated into the LBTU e-learning system to check the

originality of the content of written works in order to prevent dishonest behaviour of students and to respect academic integrity.

2.2. Efficiency of the Internal Quality Assurance System

2.2.1. Assessment of the efficiency of the internal quality assurance system within the study field by specifying the measures undertaken to achieve the aims and outcomes of the study programmes and to ensure continuous improvement, development, and efficient performance of the study field and the relevant study programmes.

The internal quality assurance system is a continuous process aimed at the independent improvement and development of a study field and its corresponding study programme. This is confirmed by the internationally recognised “*Investor in Excellence*” certification received by LBTU. In 2017, LBTU (formerly LLU) quality management system was recognised as compliant with the international standard “*Investor in Excellence*” for the first time. At the end of 2022, the University’s quality management system was recognised as compliant with the international standard for the fourth time and the University has been re-certified until December 2024 (<https://www.lbtu.lv/lv/sertifikats-investors-in-excellence> (in Latvian)).

The internal quality assurance system is based on several steps:

- planning – set goals, plan personnel, financial, time, etc. resources – the desired performance outcomes are set out in the LBTU Development Strategy of 2023-2027, LPTF Work Plan, LBTU Admission Limits and Projections,
- actions – implement the study and research process,
- verification – control and implement activity monitoring measures (e.g. analysis of strategy performance),
- improvements – improve processes and operations, initiate changes in internal regulatory

LBTU study work is organised and managed in accordance with the Standards and Guidelines for Quality Assurance in the European Higher Education. Taking these guidelines into account, internal normative documents for the study organisation have been drawn up. LBTU's performance is monitored through actions integrated into daily work and activities, such as coordination, approval, work quality assessment, division of duties and responsibilities, while targeted control measures are in place at different time periods throughout the year .

Indicators of the quality of studies are:

- number of matriculated students – LBTU Study Centre sends information once a year to the LPTF Dean and the Study Programme Director for data evaluation and statistics,
- number of students in the study programme – the Study Centre sends information once a month to the Dean and the Study Programme Director for data evaluation, analysis, action, if necessary,
- fulfilment of state financed budget places – the Study Centre sends the data once a month to the LBTU management and the

The indicators of the quality and performance of teaching staff are:

- students' assessment of the quality of course delivery. The survey is conducted electronically in the LBTU Information System (LBTU IS) at the end of each semester. The results of the

survey are available to the Study Programme Director, heads of departments and each teaching staff member individually (evaluation of the course conducted in the semester). The results of the survey and the comments made in the survey provide an opportunity for the teaching staff members to evaluate and improve their work, and for the Study Programme Director to provide insights and recommendations for improving the quality of the courses and the programme. Heads of departments and LBTU management use the information obtained from the surveys for measures to improve the quality of studies at the university level. The results of the survey are one of the criteria in the LBTU faculty motivation system.

- The qualification of teaching staff is ensured by the “LBTU Regulations Regarding Academic Positions” approved by the LBTU Senate (10.05.2023.). The Regulations are available https://www.lbtu.lv/sites/default/files/2024-02/Nolikums_akademiskie_amati_2023_ar_groziju_miem.pdf (in Latvian). In order to promote the continuous professional development of teaching staff in pedagogy, a professional development programme for higher education teachers “Innovations in University Didactics” has been established.

In order to monitor the **quality of the study environment**, a study programme self-assessment report is prepared annually, which includes information on changes in the study plan and courses, the development of new study courses, study materials and information resources, cooperation with stakeholders, infrastructure changes, etc.

The provision of study materials, textbooks and resources is an essential part of the quality of studies; therefore, the LBTU Fundamental Library fund is continuously supplemented with literature recommended by the teaching staff members in the state language and foreign languages (mainly English). The teaching staff members themselves also prepare study materials, write textbooks and monographs that are used in the study process.

The management of the Faculty continuously monitors the compliance of the study environment and material and technical support with the needs of the study process.

According to the results of the quality monitoring activities, the quality of studies is reviewed and improvement measures are taken.

2.2.2. Analysis and assessment of the system and the procedures for the development and review of the study programmes by providing specific examples of the review of the study programmes, the aims, and regularity, as well as the stakeholders and their responsibilities. If, during the reporting period, new study programmes have been developed within the study field, describe the procedures of their development (including the process of the approval of study programmes).

Development of new study programmes is carried out in accordance with the regulation “Regulations for Development, Approval and Modification of Study Programmes at LBTU” (11.10.2023) approved by the LBTU Senate (internal document). The regulations stipulate that the programme is discussed and analysed in the Faculty Methodological Committee, the Council and the LBTU Study Council. The developed programme or its changes are fixed by the decision of the Senate.

The study programme “Restaurant and Hotel Management” is reviewed every academic year in preparation of the annual review of the study programme. The reports are publicly available on the LBTU portal at <https://www.lbtu.lv/lv/studiju-virzienu-parskati-un-pasnovertejuma-zinojumi>

(in Latvian). The prepared report is presented to the LBTU Council, Study Centre, LBTU Study Council and Senate representatives. The annual report of the study field is approved by the decision of the LBTU Senate.

In the period from 2018 to 2021, LBTU implemented ESF project No. 8.2.3.0/18/A/009 "Improvement of LBTU (formerly Latvia University of Agriculture) Management", within the framework of which the study programme content was analysed from the perspective of industry experts (employers) and foreign experts (professors of related study fields). The recommendations of the industry and foreign experts have been taken into account for further improvement of the study programme, i.e. the achievable results of the study programme have been specified, the usefulness and volumes of certain study courses have been considered, and the involvement of students in research has been broadened.

A survey of students and graduates, as well as a survey of employers, is regularly carried out to obtain feedback. At the end of each study semester (in accordance with the LBTU rector's order "On the Procedure for Conducting a Regular Survey of Students to Assess the Quality of the Study Process" (28.04.2022) (internal document)), students evaluate the quality of the study courses they have taken during the semester. The results of the evaluation are presented in a summarised form for each study course by the study programme director, heads of departments. The director of the study programme may suggest changes in the content and implementation of the study course. The most recent survey among students on the study process was conducted in spring 2023. 67 students, or 60% of all students in the study field, participated in the survey. The majority of students describe the prevailing climate in their studies as positive, motivating, with a sense of community; however, 30% of students describe it as neutral, which can be explained by the personal characteristics of the students (introverted persons). Students generally have a positive perception of the material and technical support, as well as the quality of the study materials prepared by the teaching staff. Students rate the quality of the study programme with 8 (very good) / 9 (excellent) points and describe their professional training as good enough, as they make sure that they are familiar with the situations and topics in which they are working. On the positive side, 61% (41 students) would be willing to study this programme again, while at the same time the opinion "maybe" is also perceived as a positive feature.

The results of the graduate and employer survey can be found in Chapter 3.1.3 of the programme review report. The results of the student, graduate and employer surveys are analysed by the Faculty's Methodological Committee and incorporated into the study programme.

2.2.3. Description of the procedures and/or systems according to which the students are expected to submit complaints and proposals (except for the surveys to be conducted among the students). Specify whether and how the students have access to the information on the possibilities to submit complaints and proposals and how the outcomes of the examination of the complaints and proposals and the improvements of the study field and the relevant study programmes are communicated by providing the respective examples.

Students have the right and opportunity to submit proposals and complaints about the study process and the content of the study programme. Students can submit proposals:

- in writing or verbally at the faculty level - to the study programme director, institute head, vice-dean or dean;

- in writing or verbally at the LBTU management level – to the Study Centre, vice-rector of studies, rector, also to the LBTU Study Council and Senate when reviewing and approving LBTU internal normative documents;
- anonymously using the whistleblowing option on the LBTU portal <https://www.lbtu.lv/lv/trauksmes-celsana> (in Latvian).

Clause 5 of the LBTU Study Regulation stipulates the procedure for submitting and reviewing complaints (appeals). The Regulations are available for students on the LBTU portal site “Mans LBTU” (internal document). If the student has submitted a written complaint, then, after its examination, he/she receives a written answer if the examination of the complaint has taken place without the presence of the student.

The student may submit the complaint to the LBTU Academic Arbitration Court, the functioning of which is defined in the LBTU Constitution (https://www.lbtu.lv/sites/default/files/2023-10/Satversme_LBTU_konsolid_2023_1.pdf (in Latvian)).

Most often, students inform the study programme director, vice-dean or dean verbally or in writing, where during the negotiations solutions and compromises are sought in the case of a specific problem (quality of work of teaching staff, etc.). Based on the oral complaints of the students in the 2022 / 2023 study year about the emphasis of the work of the teaching staff of the study course "Hospitality Business Management" on other activities of his life, and after discussions with the teaching staff, a decision was made that the teaching staff will no longer lead this study course. On the other hand, in the 2023 / 2024 study year, the 7th semester students were dissatisfied with the progress of the initial stage of the study course "Management Psychology", but after hosting the study course and discussions with the teaching staff of the study course, who led this study course for the first time after a long period of time, and the students justifying that one of the directions of management psychology is the study of various theories, the successful further course of the study course was achieved. In the 2nd semester, students were dissatisfied with the room of the study course "Professional German in Hospitality", where this study course takes place, where after this complaint, the director of the study programme promptly resolved the room problem.

2.2.4. Provide information on the mechanism for collecting the statistical data, as developed by the higher education institution/ college. Specify the type of data to be collected, the regularity of collection, and the way the information is used to improve the study field. Describe the mechanism for obtaining and providing feedback, including with regard to the work with the students, graduates, and employers.

LBTU collects statistical data centrally in various sections and with different regularity.

Once a month:

1. number of students in a study programme, number of students in a study mode and form, study fields and faculties. The collected statistics are sent to the LBTU management and the deans of the faculties. Statistical data are used to follow the dynamics of the number of students at LBTU,
2. use of state-funded study places – data is collected by study programme in order to monitor the use of state-funded places. These data are used for forecasting the number of new admissions and the number of places for rotation in each study semester (competition for state-funded study places). The collected statistics are sent to the LBTU management and

the deans of faculties, as well as vice-deans, if necessary.

Once during the study year:

1. number of graduates in study programmes, study fields and faculties, types of financing. These data are used for preparation of various reports (e.g., LBTU Annual Report <https://www.lbtu.lv/lv/llu-pamatdokumenti> (in Latvian)),
2. admission results in various sections. Admission results are used to plan admission limits and projections for each subsequent study year.
3. LBTU Statistical data compilation for the Central Statistical Bureau (CSB) Index: 1-*higher education institution, college*. The data compilation is based on the forms defined by the CSB. The compiled data are sent to the Ministry of Education and Science of the Republic of Latvia and are available to all interested parties (<https://www.izm.gov.lv/lv/statistika-par-augstako-izglitibu> (in Latvian)). The data is also used for the preparation of various reports (for example, the LBTU Annual Report).

Once a year:

1. statistical summary of the study field. This is compiled for the previous academic year: number of students in the programme, mode and form of study, graduates, drop-outs (reasons), statistics on incoming students. These data are received by the study programme director and are used for the preparation of the annual reports of the study field,
2. annual performance of state-funded study places, the data are used for the preparation of contract performance reports of LBTU, the Ministry of Agriculture of the Republic of Latvia and the Ministry of Education and Science of the Republic of Latvia,
3. performance summary of the LBTU Development Strategy for 2023-2027 Education Programme Performance Indicators. The data are used for annual reports on the implementation of the Development Strategy and for cascading the performance targets for the following year. Strategy implementation reports for faculties are held at LBTU management meetings,
4. student and faculty mobility indicators. Compiled by LBTU International Cooperation Centre. The data are used for the preparation of various reports. At the faculty level, data are collected and analysed at a certain frequency in relation to the study and research outcomes planned in the LBTU Strategy.

The following data are collected and analysed at LBTU:

1. evaluation of the quality of work of the teaching staff from the students' point of view (every semester),
2. results of the graduate survey (once a year),
3. information on students' employment (once a year before the end of studies),
4. qualitative and quantitative indicators of the scientific activity of the teaching staff, including the involvement of students in research (once a year),
5. provision of infrastructure (once a year).

There are various mechanisms for obtaining and providing feedback in the implementation of the study course, ensuring cooperation with students, graduates and employers:

- students – anonymous surveys, open discussions, individual meetings, LBTU mentor program,
- graduates – surveys, focus groups,
- employers – surveys, face-to-face meetings, consultations.

This information is the basis for staff development planning at the faculty, improvement of the study process, and planning of the provision of material and study materials.

2.2.5. Specify the websites (e.g., the homepage) on which the information on the study field and the relevant study programmes is published (in all languages in which the study programmes are implemented) by indicating the persons responsible for the compliance of the information available on the website with the information published in the official registers (State Education Information System (VIIS), E-platform).

Information on the relevant study programme of the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation” is published on the LBTU portal www.lbtu.lv in the section Studies / Study programmes (<https://www.lbtu.lv/lv/pamatstudijas/edinasanas-un-viesnicu-uznemejdarbiba> (in Latvian)), providing a detailed description of the study programme, which is supplemented by various video materials. Information about the study programme can be found in the section Come to study / Study programmes.

A description of the study programme is available on the website of the Faculty of Agriculture and Food Technology (<https://www.lptf.lbtu.lv/lv> (in Latvian)) in the section Studies / Study opportunities, with a separate list of the main study programmes offered by the faculty.

The responsible departments for the content and performance of the LBTU portal are the Communications and Marketing Centre, and for the compliance of the study information provided in the official registers, they are:

- Study Centre – for undergraduate, master’s, and doctoral study programmes,
- International Cooperation Centre – for study programmes that are implemented in English.

The responsible structural unit for the compliance of information on the official websites (VIIS and E-platform) is the Study Center.

Information on LBTU study programmes is also available on the portal www.prakse.lv under Education / Educational institutions (<https://www.prakse.lv/edu/profile/84/lbtu-latvijas-biozinatnu-un-tehnologiju-universitateun> (in Latvian)) and on the National Database of Education Opportunities www.niid.lv under Educational institutions or Education opportunities (search by subject area) (<https://www.niid.lv/> (in Latvian)).

The LBTU portal provides information on conditions and procedures for academic mobility in accordance with the ERASMUS+ Charter for Higher Education and programme guidelines (<https://www.lbtu.lv/lv/starptautiska-mobilitate> (in Latvian), <https://www.lbtu.lv/en/exchange-studies> (in English)).

For foreign students, LBTU portal provides comprehensive information for candidates and foreigners studying at LBTU.

Based on the initiative of the director of the study programme “Restaurant and Hotel Management”, information about the activities of the students and faculty members is available on various social networks – Facebook, Instagram – under the site name Viesmīlība LBTU. Both students and a large proportion of alumni follow the activities on social networks. There are posts on social networks that have reached more than 3000 people. The person responsible for the content of the social networks is the study programme director.

2.3. Resources and Provision of the Study Field

2.3.1. Provide information on the system developed by the higher education institution/ college for determining and redistribution of the financial resources required for the implementation of the study field and the relevant study programmes. Provide data on the available funding for the scientific research and/or artistic creation activities, its sources and its use for the development of the study field.

Each year the revenue and expenditure allocation of the LBTU budget and financial plan is approved, prepared in accordance with the Law on the State Budget adopted annually by the Parliament and the annual Order of the Rector of LBTU on Budget Planning of LBTU, and the implementation of the revenue and expenditure allocation of the LBTU budget and financial plan is strengthened each year. Both the revenue and expenditure allocations of the LBTU budget and financial plan and their implementation are reviewed and discussed by the Finance and Resource Development Council, which consists of the vice-rector of finance, all deans, the head of the Infrastructure Development Centre / deputy vice-rector of finance, the head of the Financial Planning Centre / deputy vice-rector of finance, the head of the Resource Accounting Centre, the chief specialist in legal affairs, the head of the students' self-government. After consideration by the Finance and Resource Development Council, the distribution of the revenue and expenditure plan shall be forwarded to the Senate for consideration and approval. After approval by the Senate, it is further forwarded to the LBTU Council for consideration and approval. The budget control and audit are carried out by an independent sworn auditor, whose opinion and report is reviewed and approved by the Senate and after review by the Senate is forwarded to the LBTU Council for consideration and approval.

The main components of the LBTU budget revenue and expenditure plan for 2023 are as follows:

- EUR 10 754 571 for ensuring the study process (of which EUR 8 521 051 is for remuneration)
- EUR 752 749 for scholarships, EUR 752 265 for total expenses and EUR 728 506 for faculties
- EUR 2 373 590 for tuition fee revenue, divided into EUR 1 424 154 for remuneration
- EUR 474 718 for total expenditure, for faculties – EUR 474 718
- EUR 7 426 234 for science, of which EUR 1 213 271 is for science-based financing
- EUR 400 000 for performance financing and EUR 5 812 963 for other science projects
- EUR 895 040 for ERASMUS+ programme
- donations received – EUR 22 000

The approved distribution of revenue and expenditure provides that 80% of the funding granted by the State is for remuneration costs and 20 % for other costs. 60 % of the paid study funding consists of remuneration costs and 40 % of other costs, of which 20 % is at the direct disposal of the faculty implementing the study programme and 20 % is to cover centralised costs. The dean of each faculty receives a monthly report on the actual expenses at the faculty. The amount of funding for the science base is calculated and allocated annually from active research activities. The science-based funding in the amount of 50 % is at the direct disposal of the faculty, and 50 % is to cover centralised costs. The science funding consists of funding attracted for the implementation of projects.

Faculties are regularly informed about the implementation of their budget. A faculty can make operational decisions on the revision of individual expenditure items within the total funding. The total income and expenses of the faculty are summarised in the annual financial statement, discussed in the Faculty Council.

The amount of state-funded study places is coordinated in a tripartite agreement between the

Ministry of Education and Science (MoES), the Ministry of Agriculture (MoA) and Latvia University of Life Sciences and Technologies (LBTU). The tripartite agreement on financing for 2023 stipulates that the basic cost per study place is EUR 1630.11, social security (for undergraduate and master's studies) is EUR 265.50. The coefficients for each thematic area of education are set out in Cabinet Regulation No. 994 "Procedures for Financing Institutions of Higher Education and Colleges from the Funds of the State Budget" (12.12.2006). The optimal value of the coefficient for the item "Private Services" in this thematic area is 1.8, while the minimum value is 1.1 (see Table 2.2).

Table 2.2

Cost of a study place for study fields of the corresponding study programme

Study programme	Study cost coefficient of the thematic area	Costs per student, EUR
Restaurant and Hotel Management (Catering and Hotel Management)	1.13	2108.47

The overall distribution of the total LBTU budget is formed by the estimates of structural units / faculties, where the costs are estimated by type of expenditure. The costs are divided into 4 items:

- remuneration
- scholarships
- goods and services
- formation of share capital

For details, see Chapter 3.3.3 of the study programme report.

Percentage breakdown of costs is summarised in the table 2.3.

Table 2.3.

Costs in the implementation of study programme, %

Study programme	Remuneration	Scholarships	Goods and services	Formation of share capital
Restaurant and Hotel Management (Catering and Hotel Management)	64	10	22	4

The main costs for the implementation of the study programme are related to remuneration, utilities, maintenance of premises and equipment, maintenance of computer and other equipment, maintenance of office equipment, transport services (internships, study tours), office supplies, study materials, literature, etc.

Tuition fees at LBTU are approved by an annual order of the rector. The tuition fee for the corresponding study programme in the academic year 2023/2024 is EUR 1800 for full-time studies and EUR 1400 for part-time studies.

In addition, teaching staff and employees have access to ERASMUS+ funding for international cooperation strengthening, exchange visits, implementation of joint projects, etc.

An important source of funding is science-based funding and performance funding, project funding, and research funding. In accordance to Decision of the LBTU Science Council No. 22-11 of

26 October 2022 “On the Procedure for Evaluating the Effectiveness of the Scientific Activity of LBTU Academic Staff”, the amount of science-based financing is determined by the scientific performance evaluation in points determined by the contribution of each researcher / main researcher, and its use by the faculties is directed towards the necessary co-financing for project implementation, science infrastructure development, support for scientific staff, publication fees, participation in conferences and symposia.

The funding allocated allows implementation of the study process, development of cooperation with foreign higher education institutions, improvement of the material and technical base, increase in the qualification of academic staff and, in general, maintaining the study programme corresponding to the field of study so that it meets the quality requirements for the implementation of higher vocational education.

2.3.2. Provide information on the infrastructure and the material and technical provisions required for the implementation of the study field and the relevant study programmes. Specify whether the required provision is available to the higher education institution/ college, available to the students, and the teaching staff.

The implementation of study courses of the study programme “Restaurant and Hotel Management” (“Catering and Hotel Management”) corresponding to the field of study takes place at several faculties of LBTU – Faculty of Agriculture and Food Technology, Faculty of Economics and Society Development, Faculty of Engineering and Information Technology, Faculty of Forest and Environmental Sciences.

Faculty of Agriculture and Food Technology (LPTF) – Jelgava, Lielā iela 2. LPTF is the responsible and leading faculty for the study field. The material and technical base of the faculty is designed to provide a modern study and research environment for hospitality studies. LPTF is located in various places of Jelgava. Part of the faculty operates in Jelgava Castle, where there are rooms (classrooms, practical work rooms, laboratories) appropriate to the study field. With the support of the ERDF co-financed project No. 8.1.1.0/17/I/001 “Modernisation of STEM Study Programmes”, a reconstruction project “Food Technology Laboratory” in a group of rooms was implemented in 2020. The laboratory is designed as a room (kitchen) for food service companies, taking into account the flow of personnel, raw food materials and finished products. The laboratory is equipped with professional equipment. Students working in the laboratory are able to gain the same experience as in a real food service establishment. One of the departments of the faculty is the Chemistry Department of the Food Institute, which operates in Jelgava Castle. The students of the study field work in the modern equipped Food Biochemistry Laboratory, where they study the course “Food Biochemistry”. The Food Institute, a structural unit of the LPTF, is located at Jelgava, Rīgas iela 22a. Thanks to ERDF project No. 2010/0119/3DP/3.1.2.1.1./09/IPIA/VIAA/009 “The Modernisation of the Teaching Infrastructure of the LLU”, the newly constructed building of the LBTU Food Institute was put into operation in 2015. It is equipped with a large (20 workplaces) computer classroom, microbiology study laboratories and diverse raw food materials research and food production laboratories / pilot plants, where the students of the study field learn technological solutions for quality food products.

The Faculty of Economics and Society Development (ESAF) is located at Jelgava, Svētes iela 18. In ESAF students learn most of the economic content of the courses and foreign languages in modern classrooms, computer classroom. The students regularly use the service of the ESAF Study

and Science Information Centre.

Faculty of Engineering and Information Technologies is located at Jelgava, Lielā iela 2. Students use the faculty's computer classroom, where they acquire knowledge and skills in analysing business data.

The Faculty of Forest and Environmental Sciences is located at Jelgava, Akadēmijas iela 11, which houses classrooms and laboratories for the implementation of studies on the working environment, civil protection and the environment.

Significant financial resources have been invested by LBTU in the last 10 years for the improvement of the study environment, including modernisation and adaptation of the study environment for students with mobility impairments. LBTU auditoriums are equipped with multimedia equipment or large TV screens.

Study field students and academic staff have access to:

1. LBTU Fundamental Library services (see Chapter 2.3.3),
2. LBTU Sports Centre services,
3. participation in artistic collectives,
4. dormitory services.

The overall LBTU infrastructure and the characteristics of planned investments are summarised in the document "Characteristics of Planned Investments", which has been developed in accordance with the LBTU strategy.

2.3.3. Provide information on the system and procedures for the improvement and purchase of the methodological and informative provision. Description and assessment of the availability of the library and the databases to the students (including in digital environment) and their compliance with the needs of the study field by specifying whether the opening times of the library are appropriate for the students, as well as the number/area of the premises, their suitability for individual studies and research work, the services provided by the library, the available literature for the implementation of the study field, the databases available for the students in the respective field, the statistical data on their use, the procedures for the replenishment of the library stock, as well as the procedures and possibilities for the subscription to the databases.

Upon commencement of studies, each student is assigned a username and password, which is used to access the LBTU Information System: e-study environment, Mans LBTU, LBTU e-mail, student personal account, including library services.

The study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") of the study field "Hotel and Restaurant Service, Tourism and Recreation Organisation" has diverse methodological and informational support. It is available at the LBTU Fundamental Library (FB) and at the study programme implementation locations – Faculty of Agriculture and Food Technology, Faculty of Economics and Social Development, Faculty of Engineering and Information Technology, Faculty of Forest and Environmental Sciences.

LBTU FB has a number of rooms available for students and academic staff (see Table 2.4). The library reading room is equipped with comfortable workplaces both in the hall and on the balcony. The reading room has free access to the internet (Wi-Fi). There is also a large lounge area. The

inquiry and information centre has stationary computers and the services of a qualified consultant.

Table 2.4

Information about the reader service facilities at the LBTU Fundamental Library

Room No.	Name	Area m ²
161.	Subscription	26.9
254.	Reading room with balcony	619
255-1.	Silent reading room	34.3
255.	Enquiry and information centre	57.6
76.	Subscription to educational literature	49.3
Total		787.1

The opening hours of the LBTU Fundamental Library are related to the needs of students and academic staff. On working days, the library is open from 8:30 to 17:00. The library is also open to readers on the first Saturday of every month from 9:00 to 14:00. Catalogues and online databases created by the Fundamental Library are available 24/7 without time limit. The students of the study field actively use the catalogue offer of the Study and Science Information Centre of the LBTU Faculty of Economics and Society Development.

The LBTU Fundamental Library offers a wide range of free services:

- computers with internet connection and wireless internet access,
- possibilities to use Autodesk EDU Masyer suite 2018 (AutoCAD, AutoCAD Structural Detailing, Autodesk Robot Structural Analysis professional, etc.), CorelDRAW X7, SPSS Statistics v21, VISION 2013,
- 24/7 use of library databases, subscriptions and free online databases,
- issuing/receiving books, serials and other documents,
- training in working with full-text and bibliographic databases, computer and internet consultations,
- classes for LBTU teaching staff, including online classes on information search, retrieval, creation of personal accounts, adding publications from the LBTU teaching staff and researcher publication database to the LBTU IS personal account, Mendeley, creation of ORCID and Research ID numbers, etc,
- classes for PhD students, master's students, undergraduate students in Latvian and English,
- supporting materials for each target audience (scientists, students, other users) and sending them on request,
- reference services and consultations on the library and its use,
- editing of reading lists, e-mailing of examples of descriptions on request,

- and creating exhibitions.

The LBTU Fundamental Library also offers various paid services – copying (colour, black and white), printing, scanning, recording information from databases on the user's USB, interlibrary subscription services, delivery of copies of documents, binding.

LBTU FB offers various online databases to its users. The library has purchased the search engine PRIMO DISCOVERY, which gives the possibility to simultaneously search in the subscribed and free access databases, in the electronic general directory "Kopkatalogs" of the libraries of national importance, in the databases created by the LBTU FB (publications of LBTU teaching staff and researchers, master's theses of LBTU, etc.). By registering with an LBTU IS user account, it is possible to view one's account and extend the deadlines for issues, order publications, access full texts in the subscribed online databases, save one's search results. The library's website offers the PRIMO Information Search Assistant.

Before new databases are offered to library users, they are carefully analysed in terms of search capabilities, thematic and chronological coverage and accessibility. Descriptions of the databases are posted on the LBTU FB homepage.

LBTU FB users have the possibility to search for information in LBTU FB subscribed foreign and Latvian online databases:

- CAB Abstracts,
- CRC Press e-books,
- EBSCO, eBook,
- Academic Search Complete,
- MasterFILE Premier,
- Science Direct Journals,
- Scopus,
- SciVal,
- Web of Science,
- Wiley Online Journals,
- Lursoft.

The activity of academic staff and students involved in the study field in using foreign databases can be characterised by the number of connections and database searches. LBTU automatically records the number of connections and database searches in each calendar year. Since in 2023 the total number of students and academic staff in the study field was 1/28 of the total number of students and academic staff at LBTU, it is possible to determine the activity in database usage. The data are summarised in the Table 2.5.

Table 2.5

Use of LBTU FB subscribed foreign databases in the study field "Hotel and Restaurant Service, Tourism and Recreation" in 2023

Database	Number of connection sessions		Number of searches	
	TOTAL LBTU	Study field	TOTAL LBTU	Study field

CAB Abstracts	1840	66	5574	199
Food Science Source	1830	65	5334	191
EBSCO	30 006	1072	87 191	3113
EBSCO e-book	8190	293	25 371	906
ScienceDirect Journal	10 553	377	36 478	1303
Scopus	18 523	662	24 928	890
Web of Science	4762	170	16 508	589
Wiley Online Library	1864	66	2447	87
Taylor & Francis Group CRC Press e-book	11 156	398	14 161	506
Letonika	8051	288	23 268	831

LBTU FB also offers various online databases for a trial period. Readers are offered databases created by LBTU FB staff.

The replenishment of the library stock is mainly carried out according to the recommendation of the academic staff. On the LBTU FB website there is a page "Purchase of books for LBTU FB collection". The library purchases publications taking into account the demand of the teaching staff and other library users. The LBTU FB has developed a "Collection Assembling Policy" which determines that the main priority in assembling the collection is for LBTU study programmes and research directions. According to the Legal Deposit Law, LBTU FB, as a library of national importance in Latvia, receives one copy of each printed work and electronic publication in the fields of the LBTU specialisation.

2.3.4. Provide a description and assessment of information and communication technology solutions used in the study process (e.g., MOODLE). If the study programmes within the study field are implemented in distance learning, the tools specially adapted for this form of study must also be indicated.

Information and communication technology solutions used in the study process are generally assessed as very good. Students and teaching staff are provided with a developed LBTU

information technology (IT) infrastructure, which is well maintained and regularly updated. All LBTU buildings have Wi-Fi access, which students and academic staff can use with their LBTU username and password.

The LBTU portal is both an internal and external digital communication tool. The LBTU portal has a website “Mans LBTU” (internal LBTU network), where internal information, relevant documents for students, academic staff and employees are published, and a contact search engine for teaching staff / employees. The public LBTU portal provides information on current events and developments at the university, faculties, as well as announcements of various contents. New students appreciate the “Come to study!” section of the portal, where interactive, informative information about the study programme and admission rules is available.

The e-learning environment is regularly used by the study field students. The LBTU e-learning environment is developed on the basis of Moodle. All study courses are available there. Teaching staff upload study materials, various study activities, recommended internet resources for better studying of the course, as well as short videos. E-learning provides electronic communication between students and the teaching staff. E-learning has a videoconferencing system BigBlueButton used for online lectures, seminars, meetings and individual consultations.

LBTU has an information system (IS) with a register of study courses (free access) and where students and teaching staff (authorised access) are provided with information and services (study courses, registration for studies, student questionnaires). LBTU IS is regularly used by data entry and data processing staff, the study programme director and heads of departments (authorised access). The directors of the study programme have access to students’ grades, decrees, and other information.

LBTU portal, e-learning and IS are available and usable in English.

LBTU has implemented the document management system “Namejs”.

2.3.5. Provide information on the procedures for attracting and/or employing the teaching staff (including the call for vacancies, employment, election procedure, etc.), and the assessment of their transparency.

The process of recruitment and employment of LBTU teaching staff (including vacancy announcement, recruitment, election procedure, etc.) is regulated by the Regulation “LBTU Regulations Regarding Academic Positions” approved by the LBTU Senate (10.05.2023). The Regulation is available at https://www.lbtu.lv/sites/default/files/2023-11/Nolikums_akademiskie_amati_2023.pdf (in Latvian).

Recruitment

The number of professors, associate professors and assistant professors in the relevant sub-disciplines of the field of science is determined by the LBTU Senate upon the decision of the Faculty Council according to the financing possibilities and necessity for the implementation of the field of study. The academic positions at LBTU are held through an open competition procedure, which is specified in the regulation “LBTU Regulations Regarding Academic Positions” (internal documents).

Requirements

Applicants for an academic position need the scientific or academic degree specified for the

particular position. The requirements for applicants for academic positions are determined by the “Law on Higher Education Institutions” of the Republic of Latvia (02.11.1995). Common requirements for all applicants for academic positions are:

- knowledge of the official language in accordance with the requirements of laws and regulations,
- knowledge of foreign languages at the level necessary for fulfilling the duties of an academic position, including leading classes in these languages,
- continuous improvement of one’s academic and scientific qualifications.

Election

Based on the proposals received from academic structural units regarding vacant academic positions, the LBTU Personnel Department prepares a draft advertisement and submits it to the LBTU Academic Personnel and Structural Policy Commission for consideration. Following the decision of the Commission, the Personnel Department prepares a project on vacant academic positions and submits it to the LBTU Senate for approval. After the adoption of the decision of the Senate, the Personnel Department announces an open competition for vacant academic positions by publishing an advertisement in the official publisher “Latvijas Vēstnesis” and on the LBTU portal “Job and Internship Offers”.

The elections are held by secret ballot: for the positions of professor and associate professor – at the respective councils of professors of branches no later than within four months from the date of announcement of the competition, and for the positions of assistant professor, leading researcher, research, lecturer, assistant professor and research assistant – at the Faculty Council no later than within three months from the date of announcement of the competition.

The rector concludes an employment contract with the person elected to the academic position for the entire period of election (six years) or, by mutual agreement, for a shorter term. If there is a vacant academic position at LBTU, the Senate may decide not to announce a competition at the suggestion of the faculty council. In this case, the rector has the right to hire a visiting professor, visiting associate professor, visiting assistant professor, visiting lecturer or visiting assistant for a period of up to two years, without conducting an election procedure. The current practice of LBTU is to conclude a contract for 1 year.

The individual academic work of academic staff in each academic year is planned in accordance with the decision of the LBTU Senate “By-laws of the LBTU Academic Work Calculation” and the rector’s order “On the Planning, Accounting and Control of the Individual Workload of the Teaching Staff in the Study Year”, which determines the components, norms, accounting and control procedures for the work of academic staff.

The remuneration of academic staff is determined on the basis of Cabinet Regulation of the Republic of Latvia No. 445 “Regulations Regarding Remuneration of Teachers” (05.07.2016 (<https://likumi.lv/ta/id/283667-pedagogu-darba-samaksas-noteikumi> (in Latvian))) and the rector’s order “On Teachers’ Remuneration” (internal document).

The professional development of the academic staff includes both the acquisition of appropriate professional development programmes and the exchange of experience and participation in conferences and seminars, which is confirmed by the documents issued upon their completion.

Academic staff are entitled to a paid leave of six calendar months every six years for scientific research and scientific work outside the university.

The procedure for professional development is laid down in Cabinet Regulation of the Republic of Latvia No. 569 “Regulations Regarding the Education and Professional Qualifications of Teachers

and Procedures for the Professional Development of Teachers” (11.09.2018) (<https://likumi.lv/ta/id/301572-noteikumi-par-pedagogiem-nepieciesamo-izglitiba-un-profesionalo-kvalifikaciju-un-pedagogu-profesionalas-kompetences-pilnveides> (in Latvian)). This Regulation stipulates that the pedagogical qualification required for university teaching staff must be acquired in continuing professional development programmes on innovations in the higher education system, higher education institution didactics or educational work management in the amount of 160 academic hours (including at least 60 contact hours) by the end of the term of election to an academic post. LBTU has established a professional development programme for higher education pedagogues “Innovations in higher education institution didactics”. The aim of the programme is to improve the knowledge of higher education pedagogues in didactics of higher education institutions and the possibilities of their use in pedagogical activities. After completing this programme, a certificate is issued.

2.3.6. Specify whether there are common procedures for ensuring the qualification of the academic staff members and the work quality in place and provide the respective assessment thereof. Specify the options for all teaching staff members to improve their qualifications (including the information on the involvement of the teaching staff in different activities, the incentives for their involvement, etc.). Provide the respective examples and specify the way the added value of the possibilities used for the implementation of the study process and the improvement of the study quality is evaluated.

The requirements for academic positions are determined by the Law on Higher Education Institutions of the Republic of Latvia (02.11.1995) and the LBTU Constitution (22.06.2022). The qualification of teaching staff is determined by the regulation “LBTU Regulations Regarding Academic Positions” approved by the LBTU Senate (10.05.2023). Invited teaching staff (not elected to an academic position) must meet exactly the same requirements and qualifications as elected academic staff of the corresponding level.

LBTU describes the processes for ensuring the qualification and quality of teaching staff. One of them is the process of election and re-election of academic staff (“LBTU Regulations Regarding Academic Positions”).

Development, qualification and evaluation of academic staff is an essential personnel management process that contributes to the professional development of existing staff. Since 2017, LBTU has established a teaching staff motivation system (internal document, LBTU Study Council Decision No. 2.4.-12.2/6 (30.11.2022)). The established system allows for a salary bonus for well evaluated work. The motivation system includes evaluation of teaching staff according to 14 criteria summarised in 5 groups: student evaluation, preparation of teaching materials and study process (including excellent and outstanding final papers), organisational work, professional development and scientific work. Each indicator is weighted and the scores are added up (a score corresponds to a specific amount in euro). This system makes it possible to assess the activity and quality of a teaching staff member’s work and to reward them according to common criteria.

The professional competence and performance of academic staff is evaluated by student evaluations, which are made anonymously by students at the end of the LBTU IS semester after completing a course of study. Students evaluate the work of the teaching staff on a 5-point system (very high (5 points) to very low (1 point)), assessing the quality of course delivery, the availability

of study materials, their quality, the teaching staff's ability to engage students, the ability to provide feedback, etc., and students also have the opportunity to express their evaluation in writing. The evaluation is made available to each individual teaching staff member, the study programme director, the head of the institute and the dean of the faculty. The teaching staff member improves or perfects the implementation of the course of study, etc., based on the results obtained and the comments/suggestions made. The study programme director and the head of the department shall take into account the students' evaluations when organising the work for the following academic year.

For the exchange of experience and control of the teaching staff, LBTU has established and operates a procedure for the lesson observation, which has been reconfirmed 27.09.2023 at the LBTU Study Council meeting with decision no. 2.4.-12.2/6 "On the procedure for hosting classes at LBTU" (internal document, no direct electronic access, for study program directors on the e-study website "Support for study programme directors at LBTU" <https://estudijas.lbtu.lv/course/view.php?id=3239>) (in Latvian)).

The quality of the study process is ensured at several levels. At the individual level, a teaching staff member is obliged to ensure the quality of the study process by constantly improving his/her competence (by conducting research and publishing research results, participating in international conferences, regularly reviewing study results, improving the content of the study course, sharing academic experience).

LBTU offers several opportunities for the improvement of qualification of the teaching staff:

- participation in ERASMUS+ mobility programme for lecturing and exchange of experience,
- participation in the annual LBTU Academic Conference, one of the aims of which is to share experience with colleagues,
- improvement of pedagogical competence in the centrally organised professional development programme for university teachers "Innovations in Higher Education Institution Didactics" (mandatory for elected academic staff once every six years).

LBTU Institute of Social Sciences and Humanities offers an English language development course for university teaching staff.

Since 1998, LBTU has been organising an annual competition of textbooks and study materials with the aim to promote the preparation and publication of new textbooks and study materials, including electronic ones.

In the academic year 2020/2021, LBTU implemented ESF project 8.2.2.0/18/A/014 "Improvement of LBTU (until 01.09.2022 – LLU) Academic Staff" with the aim to develop the academic staff in order to improve the quality of the study process by improving competence, cooperation with the industry, attracting PhD students and foreign guest speakers, improving English language skills, professional IT skills, internships in hospitality and food companies.

The teaching staff appreciates the involvement in various pedagogical and professional development activities offered and organised by the university. The acquired skills are used in the development of study course materials and updating of study course programmes. The teaching staff involved in the study field participate in the work of the faculty's decision-making body (council) and methodological committee, thus the acquired experience can be applied in the overall organisation of the study and work process. The qualification upgrade provides the opportunity for the faculty member to develop their academic and administrative career at LBTU.

The added value of the opportunities used by the teaching staff for the implementation of the study process and the quality of studies is evaluated in different ways, taking into account several factors:

1. Direct impact on the student – developed critical thinking, developed skill in solving problem situations, creativity, integration of theoretical knowledge in practical application,
2. Student motivation – do not stop at the first difficulties, "get out" of your comfort zone, mutual communication,
3. Students' career development - to develop the skills and experience that are relevant for the labor market, to become competitive, networking.

The assessment uses various student and graduate surveys, document analysis.

In 2023, LBTU has developed and approved by the LBTU Council Meeting Decision No. 31 "LBTU Personnel Policy" (08.09.2023) (https://www.lbtu.lv/sites/default/files/2023-10/pielik_Pad%20lemumam%20nr_31_LBTU%20Personala%20politika.pdf (in Latvian)), which will be the basis for effective personnel management at LBTU.

2.3.7. Provide information on the number of the teaching staff members involved in the implementation of the relevant study programmes of the study field, as well as the analysis and assessment of the academic, administrative (if applicable) and research workload.

Both elected and non-elected academic staff participate in the implementation of the study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") corresponding to the field of study. For the academic year 2022/2023, 44 academic staff members were involved in the implementation of the study field, of whom 9% were professors, 18% associate professors, 37% assistant professors, 34% lecturers and 2% researchers. More than 50% of the teaching staff have a PhD degree.

The workload of the teaching staff for the study year is planned in accordance with the internal regulatory documents of LBTU. The LBTU regulation "Regulations for Calculation of Academic Work" and the rector's order "On Planning, Accounting and Control of Individual Workload of Teaching Staff in the Academic Year" establish the norms, accounting and control procedures for planning the pedagogical workload.

The total academic load attributable to the implementation of the corresponding study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") in the study year 2023 / 2024 is 6.14 loads (see Table 2.6)

Table 2.6

Study programme "Restaurant and Hotel Management" academic load of 2023/2024 study year

Academic position	Number of teaching staff	Load
Up to 0.2 loads		
Associate professor	7	0.51

Lecturer	2	0.24
Teacher	15	1.13
Professor	4	0.37
Visiting assistant professor	1	0.04
Assistant professor	4	0.27
from 0.2 to 0.5 loads		
Associate professor	1	0.44
Teacher	3	0.96
Assistant professor	1	0.27
above 0.5 loads		
Lecturer	1	0.54
Assistant professor	2	1.24
TOTAL	41	6.01

The academic or work load of teaching staff is calculated according to the formula - the amount of academic work per hour divided by the hours specified for the position (see Table 2.7). On the other hand, the amount of work of each teaching staff is calculated according to the study plan, the semester of the study course, and the number of students.

Table 2.7

Hours determined for academic positions

Academic position	Full time	
	Working hours per week, h	The hours specified for the position, h
Professor	22.5	900
Associate professor	23	920
Assistant professor	23.5	940
Lecturer, Teacher	24	960
Assistant	24	960

From the total academic staff working in the 2023 / 2024 academic year, three teaching staff perform administrative work.

The curriculum vitae of teaching staff (CV in Europass format) in both Latvian and English languages, summarised information on the teaching staff involved in the field of study in the academic year 2023/2024, their qualification, election status at the university, and courses to be conducted for Latvian and English language stream students is summarised in Annex 3 *List of teaching staff* and *CV of teaching staff*.

The results (performance) of the academic staff in the study field are summarised annually as one of the criteria for determining their remuneration. The scientific activities of the academic staff are summarised in the *CV of teaching staff*.

The total workload of the LBTU staff consists of academic work, administrative work and research, not exceeding 1 full workload or 160 working hours per month, which in general contributes to the well-being of the staff and does not negatively affect the quality of the work performed.

Academic staff members of the study field actively participate in the ERASMUS+ programme. LBTU has concluded cooperation agreements with other European Union higher education institutions, which implement study programmes equivalent in terms of study content. Teaching staff go on lecture / lesson conducting as well as experience exchange. Teaching staff involved in the study field also go on mobility abroad within the framework of various projects.

In total, 22 visits for lectures/lessons and exchange of experience have taken place in the academic year 2022/2023. During the reporting period, 126 mobilities were carried out, of which 47 (37%) were for lectures/lessons. The countries to which the teaching staff travel for lectures/lessons are Poland, Turkey, Portugal, Spain, Croatia.

During the reporting period, 20 foreign lecturers have given lectures/lessons to students of the study field. The teaching staff represented the higher education institutions of Lithuania, Germany, Switzerland, Poland, Greece, Italy, Romania, Japan.

Information on the mobility of foreign (incoming) and LBTU teaching staff (outgoing) is summarised in Annex 4 *Mobility of foreign and LBTU teaching staff*.

2.3.8. Assessment of the support available for the students, including the support provided during the study process, as well as career and psychological support by specifying the support to be provided to specific student groups (for instance, students from abroad, part-time students, distance-learning students, students with special needs, etc.).

Various types of support are available for full-time and part-time students.

Informational support. The LBTU portal publishes up-to-date information on the study process, schedule of classes, study programme content, information on scholarships, admission procedure and required documents. The LBTU intranet site “Mans LBTU” publishes internal normative and methodological documents, tips for working in the e-learning environment, etc.

Methodological support. During the study semester, every student has access to consultations on study courses both in person and online (using the e-learning environment, e-mail, BigBlueButton, etc.) Also, information, requirements and study materials for successful study of a study course are published in the e-learning environment, a database catalogue is available 24/7 on LBTU FB, and methodological instructions for the development and presentation of various study works are published on faculties' websites.

Technical support. Prevention of disturbances in the e-learning environment, internet use disturbances.

Financial support. Scholarships (<https://www.lbtu.lv/lv/stipendijas> (in Latvian)). Full-time students in the following study fields may apply for:

1. State scholarship – for undergraduate students, the monthly scholarship is EUR 140.
2. One-time scholarship – during the semester, the student can apply for a one-time scholarship in the amount of 2 minimum scholarships.
3. LBTU Development Foundation scholarships – 7 scholarship programmes (with a payout from EUR 40 to 224) are offered for students of the study field. Students can apply for K. Ulmanis, J. Čakste, LBTU Senate, P. Delle, LPTF Verbal, LBTU SP, Kāvuši family scholarship programmes. Scholarships are monthly and one-off.
4. Social scholarship “Studēt gods” – for undergraduate students from large families, orphans, Group I or Group II disability, the monthly scholarship is EUR 175.

The student may receive tuition fee remission in accordance with the laws and regulations and the procedure established by LBTU.

Career support. Career days, matchmaking for professional internships.

Psychological support. LBTU Student Self-Government mentoring programme “Student – Student’s Friend”, support provided by the study programme director (communication is provided both in person and by e-mail, as well as by WhatsApp communication), student unity events, support provided by LBTU International Cooperation Centre to foreign students.

LBTU provides support to foreign students with the following issues:

1. Application for studies is carried out using the e-admission system Dream Apply, which ensures the admission procedure and significantly facilitates the applicant’s communication with the LBTU International Cooperation Centre (SSC) coordinator, who individually answers special questions of interest to the applicant.
2. All foreign students are provided with accommodation in well-equipped student dormitories.
3. In order to introduce foreign full-time and exchange students to the LBTU study environment and everyday life, as well as Latvian cultural environment, in the first week of each semester, “Welcome Week” is organised, during which corporate bonding events are also held.
4. LBTU SSC provides technical support in matters of visas, obtaining/extending residence permits, and also insurance.
5. The LBTU SSC and the faculty’s external relations coordinator inform foreign students about LBTU internal regulations and their application practice, provide consultations on study and everyday life issues, help to complete documents, solve arising problem situations, inform foreign students about available health care at family doctors and Jelgava polyclinic, if necessary, perform the functions of an escort, etc.
6. LBTU has an ERASMUS Student Network group and LBTU Student Council, which organises students’ leisure and cultural events.
7. Starting from the 2019/2020 academic year, LBTU introduced a survey of foreign students every semester on the study courses they have completed, which demonstrates their satisfaction with the quality of studies.

2.4. Scientific Research and Artistic Creation

2.4.1. Description and assessment of the fields of scientific research and/or artistic creation in the study field, their compliance with the aims of the higher education institution/ college and the study field, and the development level of scientific research and artistic creation (provide a separate description of the role of the doctoral study programmes, if applicable).

Scientific and applied research is carried out in several directions in the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation”:

- Tourism industry, including hospitality service,
- Food production: innovative food products for quality catering service,
- Higher level hospitality studies (Education),
- Business management, sustainable management.

The research carried out in the study field is related to the priority research directions of LBTU, as defined in the LBTU Strategy (https://www.lbtu.lv/sites/default/files/2023-08/Strategija_2023.pdf (in Latvian)).

LBTU strategic areas of specialisation in which research is carried out are:

- Research on strategic impact of knowledge-intensive bioeconomy (social sciences),
- Innovative solutions for the implementation of circular economy principles (engineering).

LBTU is guided by the European Green Deal, where innovation in the bioeconomy includes not only research and creation of new products and services, but also the creation of solutions for more efficient use of resources and optimisation and quality improvement of processing processes, as well as non-technological innovations for the creation of higher added value products and services.

The scientific and applied research of the faculty members involved in the study field is highly rated both in terms of numbers and content. The study field is interdisciplinary, with a higher number of faculty members from the LPTF Food Institute and the Faculty of Economics and Society Development (ESAF). The individual interest of each faculty member in science and research is sometimes not directly related to research in tourism or hospitality, but their research enriches the content of study courses in other study fields implemented by LBTU.

Teaching staff from ESAF conducts research in the Latvian tourism sector, evaluating tourism in the aspect of regional development and assessing the advantages of gastronomic tourism. Extensive research has been carried out in the field of business management, emphasising the essential role of management accounting in the operation of any enterprise, as well as research on economic circulation and sustainability issues in both public sector food service enterprises and in municipal and regional management. The teaching staff of the Hospitality Department of the LPTF Food Institute has carried out research in the field of hospitality, emphasising the role of hygiene management in the operation of hospitality enterprises, seeking solutions to the problems of Latvian public sector food service, analysing allergen management practices in restaurants, studying food services for different groups of society, as well as carrying out several studies related to the gastronomic history of Latvia, etc. The findings have been compiled into electronic study materials and books in the field of higher-level hospitality studies. The teaching staff of the Food Institute is leading researchers in the Latvian food sector. Their research on new food products, their structural and sensory properties, packaging functionality and other innovations is highly appreciated not only in Latvia, but also internationally. Food research is a good basis for the future development of a competitive hospitality service at the European level, especially in food service

companies.

2.4.2. The relation between scientific research and/or artistic creation and the study process, including the description and assessment of the use of the outcomes in the study process.

Scientific and applied research is related to the study process of the study field “Hotel and Restaurant Services, Tourism and Recreation Organisation”, as the results of research are included in the topics of various study courses. Students also participate in research on issues relevant to their study field by developing bachelor theses. In the last years of the reporting period, a positive tendency is observed that the research initiated in the bachelor theses, with further cooperation of the bachelor thesis supervisor and the graduate, and with more in-depth research of the topic, obtains more scientifically sound results. The results are then reported at conferences and seminars, and data related to the food service sector are presented at the annual international exhibition Riga FOOD.

The implementers of the study field organise scientific seminars and think-tanks where the results of the research are presented and discussed.

In 2022, the first Inter-University Scientific Conference of Tourism and Hospitality Students was organised in cooperation with the Information System Management University (Latvia) (<https://www.lbtu.lv/lv/raksts/2022-04-20/llu-norisinaties-pirma-starpaugstskolu-turisma-un-viesmilibas-studiju-studentu> (in Latvian)). The conferences are an opportunity for students to improve their public speaking skills, to be able to reason, debate and answer questions, and to make new contacts. In May 2024, a second inter-university student conference is planned. The students of the study field regularly participate in the international student scientific conference Students on their Way to Science organised by LBTU and the annual student conference of the LPTF Food Institute (<https://www.ptf.lbtu.lv/lv/studentu-konferences> (in Latvian)). It is an opportunity to present the results and lessons learnt from hospitality research to a wider audience.

The teaching staff and students of the study field are also involved in the annual event Researchers Night, which aims to provide the public with an opportunity to get acquainted with scientific achievements and research work.

2.4.3. Description and assessment of the international cooperation in the field of scientific research and/or artistic creation by specifying any joint projects, researches, etc. Specify those study programmes, which benefit from this cooperation. Specify the future plans for the development of international cooperation in the field of scientific research and/or artistic creation.

The main international research activities of the academic staff involved in the study field are related to participation in the implementation of projects:

1. the ERASMUS+ (KA2) programme projects
2. the LZP project “National Identity: The Gastro-poietic Aspect. Historical, International and Interdisciplinary Context.”

The staff involved in the study field are:

1. editorial boards of international scientific journals,
2. experts in evaluation of national and international projects,
3. experts in international organisations and institutions.

Participation in international organisations, editorial boards of scientific journals, various international projects and expert work contribute to the popularisation of research results, integration of scientific findings into the study courses of the study programme “Restaurant and Hotel Management” corresponding to the study field, involvement of students in research projects, as well as informing students about the activities of the tourism industry, and promotion. The various activities promote cooperation and exchange of experience among both teaching staff and students.

The beneficiaries of international cooperation are the teaching staff and students involved in the study field.

Future cooperation is aimed at intensified involvement of teaching staff in research, publication of research findings in scientific journals on tourism and hospitality (including Q1 and Q2 quartiles publications), integration of research results into the study process, preparation of applications for new research projects (LBTU research grants, ERDF, etc.), promotion of science and applied research in the international environment and at the national level (Researchers Night, international food exhibition Riga FOOD, etc.), more use of the acquired international cooperation contacts in project development.

2.4.4. Specify the way how the higher education institution/ college promotes the involvement of the teaching staff in scientific research and/or artistic creation. Provide the description and assessment of the activities carried out by the academic staff in the field of scientific research and/or artistic creation relevant to the study field by providing examples.

The scientific and applied research work of the academic staff involved in the study direction is related to the study courses, scientific interests and topical developments in the field of tourism and hospitality.

The involvement of the teaching staff in the research takes place:

1. by following calls for proposals for research programmes and projects,
2. by participating in the organisation of scientific conferences, seminars, international scientific events,
3. by activating the cooperation that has developed within the framework of mobility,
4. through personal contacts, etc.

The involvement of teaching staff in scientific research is promoted in several ways:

- ensuring the availability of current information in the Research section of the LBTU portal (<https://www.lbtu.lv/lv/petnieciba> (in Latvian); <https://www.lbtu.lv/en/science-innovations> (in English)),
- building a supportive relationship with the LBTU Science and Project Development Center,
- additional funding for scientific performance within each calendar year.

The teaching staff of the study field prepare and publish articles in publications indexed in SCOPUS and Web of Science databases, peer-reviewed international publications, conference proceedings, prepare study materials, books, scientific monographs. In the last 6 years of the reporting period, the teaching staff involved in the implementation of the study programme has produced 602 publications, including 435 published in SCOPUS and Web of Science databases. 97 publications (both collective and individual) have been published on the subject of the study field and 3 works of artistic creation (exhibition, events) have been realised.

Teaching staff of the study area report on the results of the conducted research at both international and national level conferences (see Table 2.8).

Table 2.8

Participation in conferences of teaching staff involved in the field of study, number								
Conferences	2015/ 2016	2016/ 2017	2017/ 2018	201 8/ 201 9	20 19 / 20 20	2 0 2 0 / 2 0 2 1	2021/ 2022	2022./ 2023
International scientific conferences	36	26	55	64	27	5 3 / 2 1 *	17/ 6*	15/ 6*
Other conferences	6	11	9	5	4	9 *	14/ 11*	11/ 9*
Total	42	37	64	69	31	5 3 / 3 0 *	31/ 17*	26/ 15*

*applicable to the field of study

About a third of the reports are related to the topic of study courses of the study direction.

Academic staff participation in conferences can be found in the appendix Curriculum Vitae of academic staff.

Academic staff members involved in the implementation of the study field participate in national and international projects. The following examples illustrate the activity and involvement of academic staff in research over the last 3 years of the reporting period:

1. within the framework of the national research programme "Covid-19 Mitigation" project "Economic, Political and Legal Framework for Preserving the Potential of Latvia's Economy and Increasing Its Competitiveness after the Crisis Caused by the Pandemic (*reCOVery-LV*)" (2020), a scientifically sound food packs model was developed for the preparation of hot lunches at home for four weeks for school children, a monograph was prepared and published, one publication in a highly cited scientific journal (Journal "Nutrients" (Q1 publication)),
2. two publications in highly cited scientific journals ("Nutrients" and "Children") (*Q1 and Q2 quartiles journals*) were prepared and published within the framework of LBTU funded project No. G11 "Restructuring of Catering Service in Educational Institutions in the Conditions of Epidemiological Crisis" (2020–2023),
3. within the framework of the EJZF4 project "Development of Recipes for Fish Dishes for Pre-school Education Institutions and Schools from Fish Available in the Republic of Latvia and Application of Relevant Production Technologies" (2020–2023), a study on catering services in the public sector in European countries was carried out and a technological process of shock freezing for industrial production of ready-to-eat fish dishes was validated,
4. within the framework of the Latvian Academy of Sciences-funded project No. lzp-2019/1-0294 "National Identity: The Gastro-poetic Aspect. Historical, International and Interdisciplinary Context" (2020–2022), cookbooks published in Latvian were studied, an article in the collective monograph "Representations of Food in Culture" (2023) was published.

LBTU has developed and "On the Procedure for Evaluating the Efficiency of Scientific Activities of LBTU Academic Staff" (26.10.2022) (internal document) approved by the LBTU Scientific Council Decision No. 22-11, and the performance evaluation of leading researchers and researchers, which is the basis for determining the remuneration of scientific performance, is successfully functioning, especially by promoting the preparation of high-level publications. Teaching staff members participating in the implementation of the study field are elected leading researchers or researchers.

In general, the research activity of the academic staff involved in the implementation of the study field is high and, as regards to the subject of the study field – almost good. See Annex 5 for a list of scientific publications and patents. *List of publications, patents and artistic creativity.*

2.4.5. Specify how the involvement of the students in scientific research and/ or applied research and/or artistic creation activities is promoted. Provide the assessment and description of the involvement of the students of all-level study programmes in the relevant study field in scientific research and/ or applied research and/or artistic creation activities by giving examples of the opportunities offered to and used by the students.

Students' involvement in research is an integral part of the study process and important for the development of research in the study field. Students' involvement is ensured:

1. within the framework of study courses, promoting the acquisition of research skills and the implementation of research work,
2. students' involvement in the implementation of research projects,
3. the development of final theses based on research on a specific topic or current developments in the field,
4. the presentation of research results at student scientific conferences,

5. the publication of research results, etc.

The first experience of scientific and applied research is gained in the first semester course "Introduction to Research".

The students of the study field regularly participate in the international student scientific conference "Students on their Way to Science" organised by LBTU and the annual student conference of the LPTF Food Institute (<https://www.ptf.lbtu.lv/lv/studentu-konferences> (in Latvian)). In the year 2022 of the reporting period, students presented the results of various research and the findings of the research at the "Inter-University Scientific Conference of Tourism and Hospitality Students" (LBTU, Jelgava, Latvia).

Students together with the teaching staff carry out more extensive research, the results of which are presented at international scientific conferences and the results of which are published in conference proceedings. Students' involvement in research is confirmed by their co-authorship of reports and scientific publications.

The corresponding study programme of the study field "Restaurant and Hotel Management" is a bachelor's study programme of professional higher education. The study programme is able to prepare and motivate bachelor graduates to continue their studies at the master's level, where research is already more intensive. Immediately after graduating from the bachelor's programme, ~ 20% of the graduates continue their studies at the master's level. The proof of the motivation and ability of bachelor's graduates to carry out meaningful, high-level scientific activity is that during the review period of the study direction, two graduates of the study programme continued their studies at the doctoral level after their master's studies and obtained PhD degree. The themes of the dissertations are related to the field of hospitality, as one of the dissertations investigated gluten-free food products and the other one – the quality of coffee as a hot beverage. Currently, one bachelor graduate is enrolled in the PhD programme "Food Science".

2.4.6. Provide a brief description and assessment of the forms of innovation (for instance, product, process, marketing, and organisational innovation) generally used in the higher education institution, especially in study field subject to the assessment, by giving the respective examples and assessing their impact on the study process.

LBTU applies four types of innovation in its activities – product, process, marketing and organisational, which directly influence the activity and development of the study field.

During the reporting period, the study environment (**product innovation**) was significantly transformed, resulting in different concept laboratories (e.g. "Food Technology Laboratory") and a modernised computer classroom where a large group of 20 students can work and computers are equipped with the catering business management computer software R-keeper.

The organisation of e-learning (**process innovation**) has been improved during the reporting period, with more emphasis on the e-environment (video lectures) in the delivery of online lessons. Video lectures can be recorded and replayed for a better understanding of the topic. During online lessons, students can present independent work, participate in seminars, discussions and group work, submit homework and assignments, and take exams using the tools of the e-environment. The e-learning environment provides course descriptions, required study materials, self-assessment questions, and internet links to some relevant information for studying the course topics. Teaching staff members create a student evaluation (performance) book, where students can independently

follow the progress of the study course, and implement individual communication. The administration of the e-learning environment at LBTU is well organised, with administrator consultations available (face-to-face, online or by correspondence), as well as instructions and tips on the use of e-learning available in the e-environment.

LBTU uses a wide range of marketing tools (microblogging platform, various social networks, photo and video sharing app, YouTube, etc.) to inform students. The LBTU portal and faculty websites have been updated and improved (unified style, structure), which facilitates information search. The English page of the LBTU portal has been significantly improved. Digital media dominates in LBTU advertising campaigns. LBTU portal has a website “Come to Study”, which is actively used by prospective students. LBTU studies are also promoted at various face-to-face events – at the Latvian-level exhibition “Skola”, “Secondary School Pupils – Student’s Follower”, Open Doors Day festival “Sajūti LaBiTeU”, etc.

LBTU has established LBTU Information System (LBTU IS) (**organisational innovation**), which is a unified database of students and teaching staff. This system enables digitalisation of several processes and document processing (preparation of certificates, orders, study agreements, their amendments, diplomas, entry of achievements, collection of statistical data). LBTU IS is integrated with the e-environment and the student’s personal account, which provides information on grades, finances, obtained CP, application for free elective courses, faculty evaluation survey, upload of final study papers and the account is aligned with the plagiarism tool for checking study papers. The teaching staff account is aligned with the database of publications of teaching staff and researchers created by the LBTU Fundamental Library, and the account can be used to see class lists, student lists, orders, etc.

To improve work efficiency, LBTU provides electronic application for master’s studies for graduates of LBTU basic studies. In 2018, LBTU introduced the document management system “Namejs”, which provides management of correspondence, orders, contracts, certificates and procurement documents for the efficiency of the document circulation process.

LBTU students, academic and administrative staff are provided with a developed IT infrastructure and e-learning environment, which is in a constant process of improvement due to the rapid development of the IT field.

2.5. Cooperation and Internationalisation

2.5.1. Provide the assessment as to how the cooperation with different institutions from Latvia (higher education institutions/ colleges, employers, employers’ organisations, municipalities, non-governmental organisations, scientific institutes, etc.) within the study field contributes to the achievement of the aims and learning outcomes of the study field. Specify the criteria by which the cooperation partners for the study field and the relevant study programmes are selected and how the cooperation is organised by describing the cooperation with employers. In addition, specify the mechanism for the attraction of the cooperation partners.

In the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation”, cooperation takes place with professional associations, non-governmental organisations, vocational secondary and higher education institutions, employers – hospitality companies (open and closed guest

accommodation, food service companies). Cooperation is based on a mutual agreement on the directions and ways of implementing cooperation (cooperation agreement). The main types and fields of cooperation:

- implementation of the study process,
- external evaluation of the study programme content,
- organisation of professional traineeships,
- the final study process,
- organisation of conferences, seminars, events,
- research

Long-term cooperation takes place with the Association of Hotels and Restaurants (since 2008), which is the leading professional association in Latvia. Industry experts conduct classes, evaluate the content of the study programme, participate in the organisation of the Virtual Traineeship Contact Market, develop an offer for final study topics and take part in current research, organise events, provide excursions to companies run by the association's members and participate in the work of the State Examination Commission. A similar cooperation is underway with the Association of Latvian Food Service (cooperation agreement from the beginning of 2023).

Every study year, around 70 Latvian hospitality companies, including public sector food service companies, participate in the organisation of professional traineeships. Organisation of traineeships at LBTU is carried out in accordance with the Regulations "LBTU Regulations on the Procedure for Organising Traineeships" (14.12.2022) (Internal document https://mans.lbtu.lv/sites/default/files/2023-12/LBTU_Praksu_organizšanas_nolikums_2022.pdf (in Latvian); https://mans.lbtu.lv/sites/default/files/2022-12/LBTU_Praksu_organizšanas_nolikums_2022_EN.pdf (in English)), which provides for a tripartite cooperation agreement concluded with LBTU, the student and the company. Each traineeship company appoints a person responsible for the student (trainee) who acts as a mentor throughout the traineeship.

Both industry associations and hospitality partners play an important role in organising the final stage of the study. Cooperation partners develop and offer final thesis topics, which students can choose and carry out research relevant to the field. 100% of the final theses are peer-reviewed by the management staff of the hospitality companies, and leading experts in the field are members of the State Examination Commission and participate in the evaluation process of final theses.

In the last years of the reporting period, active cooperation with the industry and other Latvian universities has taken place, organising conferences, seminars and other activities. One of the activities is the Inter-University Tourism and Hospitality Students' Scientific Conference, which took place in 2022 and the next one is planned for May 2024, while a large number of representatives of food service companies gathered at the seminar "Catering Service in Educational Institutions in Latvia: Challenges and Prospects" (2022). Last spring (31.03.2023), LBTU became a partner of the MEMORANDUM "On commitment to sustainable business in the food service sector" (https://www.lbtu.lv/sites/default/files/files/articles/Restoranu%20un%20sab.edin_.%20nozares%20memorands_final.pdf (in Latvian)). The memorandum was signed by state institutions – the Ministry of Economics, the Ministry of Environmental Protection and Regional Development, and industry associations and organisations – the Latvian Restaurant Association, the Latvian Hotel and Restaurant Association, the Latvian Traders Association, the Employers' Confederation of Latvia, Latvian Chamber of Commerce and Industry, Latvian Corporate Social Responsibility Platform, higher education institutions – Turība University, Vidzeme University of Applied Sciences, Latvian University of Life Sciences and Technologies, food raw material producers and suppliers – SIA "Reaton", SIA "Gemoss", SIA "Cido Grupa", SIA "LIETAS MD" (Article on the LBTU portal

<https://www.lbtu.lv/lv/raksts/2023-10-31/parakstits-memorands-par-apnemsanos-istenot-ilgtspejigu-uznemejdarbibu-edinasanas> (in Latvian)).

Research in the study field is closely linked to current student research in final theses, which is continued by a team of researchers (teaching staff, students and/or entrepreneurs), resulting in research of greater depth and breadth.

There are several criteria for selecting cooperation partners:

- strategic relevance – the same goals and values,
- reputation,
- professional experience,
- cooperation abilities – openness and interest in cooperation, constructive cooperation in solving ambiguous issues.

The professional activity of cooperation partners is related to the profile of the study direction – tourism, hospitality, including food service in the public sector, economic circulation, sustainable management. The cooperation is organised in different ways, such as teaching courses or their part, participation in projects, organisation of scientific conferences and seminars, external evaluation of the study programme, its performance and identification of its weaknesses, employment of graduates, etc.

Employers are involved in different ways in the implementation of the study field:

- expert examination of the study programme from the point of view of employers,
- employer surveys,
- participation of employers in the implementation of the study programme (lecturing, excursions, material base for the course of studies, including the development of a proposal for the topics of final theses, reviewing the final theses, work in the State Examination Commission, etc.),
- implementation of professional traineeships.

Attraction of Latvian higher education institutions, where the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation” is implemented, takes place through the organisation of joint student scientific conferences and other events, while attraction of vocational secondary education institutions is implemented through the interest of students to continue their education at higher level.

Information on concluded cooperation agreements is summarised in Annex 2 List of cooperation agreements concluded in the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation” in the reporting period.

2.5.2. Provide the assessment as to how the cooperation with different institutions from abroad (higher education institutions/ colleges, employers, employers’ organisations, municipalities, non-governmental organisations, scientific institutes, etc.) within the study field contributes to the achievement of the aims and learning outcomes of the study field. Specify the criteria by which the cooperation partners suitable for the study field and the relevant study programmes are selected and how the cooperation is organised by describing the cooperation with employers. In addition, specify the mechanism for the attraction of the cooperation partners.

In the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation”, foreign cooperation takes place with higher education institutions, state organisations and companies in the sector. The main types and fields of cooperation:

- implementation of the study process,
- evaluation of the study programme content,
- organisation of professional traineeships,
- research.

Through the ERASMUS+ programme, teaching staff from LBTU cooperation universities in the fields of tourism, hospitality, nutrition and communication are involved in the implementation of the study process. Foreign lecturers both conduct classes and gain experience by familiarising themselves with the study environment of the study field and the implementation of the relevant study programme “Restaurant and Hotel Management”. Lecturers from Tokushima University (Japan) regularly visit the university, giving lectures on Asian gastronomy and culture. Professionals in the tourism industry from Italy, Greece and Spain are regularly involved in the teaching of classes, introducing students to the current issues and peculiarities of tourism services, opportunities for professional practice in the southern part of Europe.

During the reporting period, foreign lecturers were involved in the detailed evaluation of the content of the study programme corresponding to the study field. The expert review of the study content took place within ESF project No. 8.2.3.0/18/A/009 “Improvement of the Management of the Latvia University of Life Sciences and Technologies” (2018–2021). The expert review was carried out by a professor of the Warsaw University of Life Sciences (Poland). The recommendations from the external evaluation were used to improve the content of the study programme. At the end of 2020, the lecturers of the Warsaw University of Life Sciences visited LBTU to get acquainted with the changes made to the study programme.

In the last few years of the reporting period, cooperation with foreign partners has taken place in the framework of various projects. A group of researchers visited the municipality of Sodertelj in Sweden, where they learned about the Swedish experience in providing food service in educational institutions. A think-tank on “Quality Food Service in Educational Institutions” was held with Swedish municipal staff and catering service providers.

The research team is actively collaborating with the University College for Agricultural and Environmental Education (Austria), the University of Vienna (Austria) and other partners (already within two projects) to explore sustainable farming in the hospitality sector and the world at large. In the project, the researchers collaborated with the Institute of Lithuanian Literature and Folklore (Lithuania) and the University of Bonn (Germany) on the values of Latvian cuisine in the context of Latvian identity.

The specific criteria for the selection of international cooperation partners are:

- strategic relevance – the same goals and values,
- reputation,
- professional experience,
- cooperation abilities – openness and interest in cooperation, constructive cooperation in solving ambiguous issues,
- geographic.

Cooperation partners are selected according to the profile of the study field – tourism, hospitality, including food service in the public sector, economic circulation, sustainable management.

The attraction of international cooperation partners takes place in several directions:

1. Participation in international events (conferences, forums, exhibitions),
2. Online resources (homepages of higher education institutions, databases),
3. Cooperation agreements (ERASMUS + programme).

Information on concluded cooperation agreements is summarised in Annex 2 List of cooperation agreements concluded in the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation” in the reporting period.

2.5.3. Specify the system or mechanisms, which are used to attract the students and the teaching staff from abroad. Provide the assessment of the incoming and outgoing mobility of the teaching staff in the reporting period, the mobility dynamics, and the issues which the higher education institution/ college faces with regard to the mobility of the teaching staff.

LBTU implements various marketing activities to attract foreign students and faculty members. LBTU concludes contracts with recruitment agents, providing for regular evaluation of their work efficiency, and regularly participates in international education fairs and agent forums. E-marketing is actively pursued. The LBTU portal provides information on studies and study environment at LBTU (<https://www.lbtu.lv/en> (in English)), immigration procedure for foreign students and teaching staff (see <https://www.lbtu.lv/en/immigration> (in English)), etc. LBTU is a member of the Higher Education Export Association of Latvia (AIEA) and participates in its organised activities. LBTU is a member of the ERASMUS+ programme, as it has been granted the ERASMUS+ Charter for Higher Education.

Incoming student mobility is related to LBTU participation in the ERASMUS+ programme. A few students from other European universities study in this field every study year. Most often, students from France and Spain choose one-semester studies in tourism management, guest service management and nutrition. Mobility of incoming teaching staff is related to ERASMUS+ programme opportunities, participation in international projects as one of or the project’s leading university, as well as cooperation with LBTU at the institutional level. Incoming students and teaching staff within ERASMUS+ mobility are promoters of studies and LBTU in Europe and the world.

During the reporting period of the “Hotel and Restaurant Service, Tourism and Recreation Organisation” study field, more than 15 cooperation agreements (ERASMUS+ programme) were concluded with higher education institutions of European countries, where this study field is implemented. During the reporting period, nearly 100 students took part in outgoing student mobility. Within the framework of the ERASMUS+ programme, active outgoing student mobility is also related to professional traineeships, where the number of students is the same as in studies. The traineeship activity is promoted by cooperation partners, as they organise traineeships in Spain, Italy, and Greece.

Students have gone on traineeships to European hospitality companies also on the basis of the LBTU Traineeship Agreement with the respective company.

Since 334 students have graduated from the study field in the reporting period, almost every second student has participated in one of the foreign mobility activities, using both the ERASMUS+ programme offer and LBTU traineeship opportunities. The students of the study field are among the most active LBTU students who gain both academic and professional experience outside Latvia.

Mobility of teaching staff is linked to the ERASMUS+ programme offer (lectures or work experience)

and participation in international projects. The activity of the teaching staff can be evaluated as very good in general, especially among the teaching staff of professional specialisation study courses.

Incoming and outgoing mobility of both students and teaching staff was significantly affected by the pandemic period (2019/2020 and 2020/2021), when international movement within Europe as well as globally was denied due to various decisions related to *Covid-19* containment.

The dynamics of incoming and outgoing student and teaching staff mobility are summarised in Annex 4.

2.6. Implementation of the Recommendations Received During the Previous Assessment Procedures

2.6.1. Assessment of the fulfilment of the plan regarding the implementation of the recommendations provided by the experts during the previous accreditation of the study field, as well as the assessment of the impact of the given recommendations on the study quality or the improvement of the study process within the study field and the relevant study programmes.

During the previous accreditation (period from 20.12.2006 until 25.06.2013), of the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation,” the quality of the implementation of the study field was highly evaluated. The quality of the study programme “Restaurant and Hotel Management” (“Catering and Hotel Management”) was assessed, giving a maximum term of 6 years for its further implementation. The experts made recommendations for the development of the study field, including the corresponding study programme:

1. Tools for assessing learning outcomes, conflict prevention and problem solving shall be systematised and made transparent.
2. Improvements shall be made regarding the systematisation of the quality assurance system.
3. Responses to stakeholder feedback shall be provided regularly.
4. Financial sources shall be diversified (different projects shall be developed/implemented to obtain additional funding).
5. Improvements shall be made regarding the systematisation of the academic staff development policy.
6. Cooperation with national and foreign institutions of higher education shall be developed.
7. Further cooperation with employers, involving them in the development of the study programme, providing the opportunity to give guest lectures.
8. English language skills of academic staff need to be improved to continue internationalisation processes.
9. Students’ knowledge of English and other foreign languages needs to be developed to increase their competitiveness in the labour market.
10. Consideration should be given to developing a joint study programme.
11. Encourage students to go to other higher education institutions in Latvia to study particular modules or courses.
12. The scientific research prepared by students shall go hand in hand with the scientific research prepared by academic staff.

Every study year, an analysis and evaluation of the implementation of expert recommendations is carried out. The progress in implementing the recommendations is presented in the annual self-assessment reports in the study field “Hotel and Restaurant Service, Tourism and Recreation Organisation.” The recommendations of the experts have been implemented during the reporting period and their implementation and analysis are presented in the Table 2.9.

Table 2.9.

Implementation of the recommendations of the accreditation experts regarding the study field

Recommendation	Description of implementation
Tools for assessing learning outcomes, conflict prevention and problem solving shall be systematised and made transparent	Clause 4 “Assessment of Studies” and Clause 5 “Appeal” of the “Study Regulations” (updated and approved by the LBTU Senate Decision No. 11-110 (14.06.2023) of the Latvia University of Life Sciences and Technologies (LBTU) outline the assessment of learning outcomes and describe in detail the resolution of conflicts and problems through the appeal procedure. The regulations are publicly available and can be consulted by any student, academic staff or interested party. In turn, the Order of the Vice-Rector for Studies No. 2.4.-8/59 “On the Procedure for Developing Study Courses/Internship Programmes and the Procedure for Registering and Updating Information in the LBTU IS Course Register” (20.12.2022), establishes mandatory requirements regarding the definition of study course outcomes (knowledge, skills, competences) and their assessment. The content of the study course, learning outcomes and their assessment are publicly available in the LBTU Information System, where they are freely accessible to everyone.
Improvements shall be made regarding the systematisation of the quality assurance system	Quality management of the study process is a part of the LBTU quality management system. Since 2016, the University's quality management system has been based on the principles of the international standard of excellence “Investors in Excellence” (www.investorsinexcellence.com). At the end of 2022, the University's quality management system was recognised as compliant with the international standard for the fourth time and the University has been re-certified until December 2024.

Responses to stakeholder feedback shall be provided regularly

During the reporting period, the LBTU Rector's Order No. 4.3.-13/20 "On the Procedure for Reviewing Applications and Reception of Visitors" (23.02.2023) has been updated, which describes the procedure for providing and responding to applications and feedback from persons. In turn, the LBTU Rector's Order No. 4.3.-8/120 "On the Procedure for Conducting a Regular Survey of Students to Assess the Quality of the Study Process" (28.04.2022) provides for the assessment of the quality of study courses and the work of teaching staff after each semester of study. The survey is filled out anonymously, so the students can be open in their assessments. The results of the survey are available to the head of the LBTU Study Centre, the dean of the faculty, the head of the institute and the director of the study programme; therefore, if the performance of academic staff is rated satisfactory or poor, a meeting and discussion with the relevant academic staff member about the results of the survey is organised. The survey provides an exchange of opinions between students and managers at various levels of the University.

Financial sources shall be diversified (different projects shall be developed/implemented to obtain additional funding)

During the reporting period, funding has been raised from various sources:

- With the support of the ERDF co-financed project No. 8.1.1.0/17/I/001 “Modernisation of STEM study programmes”, a reconstruction project “Food Technology Laboratory” has been implemented in a group of rooms. The laboratory is equipped with modern facilities and professional devices.
- Within the framework of the implementation of the LBTU-funded project No. G11 “Restructuring of catering service in education institutions in the conditions of epidemiological crisis” (2020–2022), two publications in highly cited scientific journals (*Q1 and Q2 quartiles journals*) were prepared and published, the exchange of experience of academic staff in Sweden on catering services in education institutions was ensured, the seminar “Catering service in education institutions in Latvia: challenges and perspectives” for managers/representatives of Latvian public sector catering companies was organised.
- Within the framework of the implementation of the project “Economic, political and legal framework for preserving the potential of Latvia's economy and increasing its competitiveness after the crisis caused by the pandemic (reCOVery-LV)” of the National Research Programme “Covid-19: mitigation of effects”, the funding was raised with the aim of developing a four-week food pack model for preparing hot lunches at home in crisis situations, preparing a monograph, preparing and publishing one publication in a highly cited scientific journal (*Q1 quartile journal*).
- Within the framework of the EJZF4 project “Development of recipes for fish dishes for pre-school education institutions and schools from fish available in the Republic of Latvia and application of relevant production technologies”, a study on catering services in the public sector in European countries was carried out and a technological process of shock freezing for industrial production of ready-to-eat fish dishes was validated.
- Within the framework of the Latvian Academy of Sciences-funded project No. Izp-2019/1-0294 “National identity: the gastro-poetic aspect. Historical, international and interdisciplinary context (2020–2022)”, cookbooks published in Latvian were studied, a scientific seminar “Latvian culinary heritage in literature and cookbooks” was organised, an article for a monograph was prepared, an exhibition at the Jelgava Palace “Cookbooks: Flavors of the Age” was organised.

Improvements shall be made regarding the systematisation of the academic staff development policy

- 03.10.2023 The LBTU Senate updated and adopted Decision No. 11 - 108 "On the LBTU Regulations regarding Academic Positions." The Regulations govern the procedure by which the personnel policy is developed (number of positions, competences of academic staff) and the procedure for the election of academic staff (Clause 1.5; 1.6; 1.7 of the Regulations):
 - The number of professors, associate professors and assistant professors in the relevant sub-fields of science is determined by the Senate on the rector's proposal in accordance with the LBTU development strategy;
 - The number of lecturers and assistants shall be determined by the rector on the proposal of the vice-rector for studies and the deans of the faculty, according to the study programmes implemented by the faculty and the number of students;
 - The number of leading researchers, researchers and scientific assistants is determined by the vice-rector for science on the proposal of the dean of the faculty, the director of LBTU Scientific Institute or the head of LBTU Scientific Laboratory, according to the needs of the scientific research carried out by the structural units.
- 30.11.2022 The LBTU Study Council updated and adopted Decision No. 2.4 - 12.2/6 "On the LBTU Academic Staff Motivation System, which provides for academic staff to receive a salary increase for various activities implemented in the previous calendar year".

Cooperation with national and foreign institutions of higher education shall be developed

During the reporting period, cooperation was ensured through various activities:

At national level

- The 1st Inter-University Scientific Conference of Tourism and Hospitality Students (22.05.2022), where the main organiser of the conference was LBTU in cooperation with the Rēzekne Academy of Technologies (RTA) and the Information System Management University (ISMA). The plan is to organise a conference every two years, with the next one scheduled for 2024.
- Participation of the study direction faculty members in conferences and seminars organised by other higher education institutions, for example, the conference “5th Turiba Business Index” organised by Business University “Turiba” (15.02.2023), professional development seminar for academic staff “Use of Artificial Intelligence Possibilities and Tools in the Study Process” organised by Ventspils University of Applied Sciences (01.06.2023).
- Involvement of the study direction faculty members in projects implemented by other Latvian higher education institutions, for example, the Latvian Academy of Sciences-funded project “National Identity: the gastro-poetic aspect. Historical, international and interdisciplinary context.”

At foreign level

- Every year, ERASMUS mobility of study direction faculty members to foreign higher education institutions is implemented in order to conclude cooperation agreements for both student exchange and lecturing.
- Cooperation regarding the content development of the study programme “Restaurant and Hotel Management” with the Warsaw University of Life Sciences (2019/2020 academic year).
- Cooperation with the Institute of Lithuanian Literature and Folklore (Lithuania), the Institute of Philosophy of the University of Bonn (Germany), the Vienna University of Education (Austria), the University College for Agricultural and Environmental Education (Austria) within various projects.
- Regular cooperation with Tokushima University (Japan).

<p>Further cooperation with employers, involving them in the development of the study programme, providing the opportunity to give guest lectures.</p>	<p>To ensure full cooperation, there is active cooperation with the Association of Hotels and Restaurants of Latvia (as members) and the Latvian Food Service Association (as cooperation partners). With the aim of promoting cooperation, employers in the field of hospitality:</p> <ul style="list-style-type: none"> · Are invited to give guest lectures; · Are invited to join the State Examination Commission (the chair of the Board is a representative of the field); · Are involved in reviewing bachelor theses; · Provide educational excursions; · Provide internships for students of the study programme. <p>Within the framework of the ESF project No. 8.2.3.0./18/A/009 “Improving the management of the Latvia University of Life Sciences and Technologies” implemented by LBTU, the study programme “Restaurant and Hotel Management” was improved, taking into account the recommendations of both the Latvian tourism industry and foreign experts.</p>
<p>English language skills of academic staff need to be improved to continue internationalisation processes</p>	<p>Within the framework of the ESF project No. 8.2.2.0/18/A/014 “Perfection of Academic Staff of LBTU” (01.01.2019–30.06.2022) the improvement of the English language skills of the academic staff was implemented, including individual classes with native English language teachers. LBTU also provides English language courses at the Language Centre for both academic and general staff, partially covering the costs of the courses.</p>
<p>Students’ knowledge of English and other foreign languages needs to be developed to increase their competitiveness in the labour market</p>	<p>Students develop their knowledge of English and other foreign languages:</p> <ul style="list-style-type: none"> · In the 1st semester, study course “Professional Foreign Language in Hospitality”, which is English (6 ECTS), · In the 2nd semester, study course “Professional Foreign Language in Hospitality”, which is German (3 ECTS), · In the 3rd semester, study course “Professional Foreign Language in Hospitality”, which allows the student to choose Spanish or Russian (3 ECTS), · Taking free elective courses (which take place in foreign language), · International student mobility, · Participation in seminars and masterclasses organised by the LBTU Language Centre.

Consideration should be given to developing a joint study programme	During the reporting period, the possibility of establishing joint study programmes in Latvian higher education institutions was considered, but this idea was rejected because the study direction in other state-funded higher education institutions is mainly implemented in the field of tourism and recreation organisation, but not in the field of hotel and restaurant service. As LBTU implements studies related to restaurant and hotel management and the studies are unique in Latvia, with an independent and stable number of students, the establishment of a joint study programme was not actualised.
Encourage students to go to other higher education institutions in Latvia to study particular modules or courses	<p>During the reporting period,</p> <ul style="list-style-type: none"> · in the academic year 2023 / 2014 and 2014 / 2015, within the framework of the grant scheme of the Swiss cooperation program "Activities of Swiss researchers in Latvia" the 3rd and 4th year students of three Latvian higher education institutions took part in a joint study course "Revenue Management" (16 h): professional higher education bachelor's study programme of Turība University "Management of companies in the tourism and hospitality industry"; the academic education bachelor's study programme of the University of Latvia "Management knowledge" and the professional higher education bachelor's study programme of the Latvia University of Agriculture (currently – LBTU) "Restaurant and hotel management". · within the framework of the ESF project No. 8.2.3.0/22/A/005 "Digitalisation initiatives for improving the quality of studies in areas of strategic specialisation of universities" implemented by LBTU, five Latvian higher education institutions developed joint study courses that will be available to students from all higher education institutions involved in the project. The courses will be offered from 01.09.2023.
The scientific research prepared by students shall go hand in hand with the scientific research prepared by academic staff	<p>During the reporting period, synergy between students and academic staff was ensured in scientific research, which resulted in the publication of scientific abstracts, preparation of presentations and billboard reports:</p> <ul style="list-style-type: none"> · International scientific conferences FOOD BALT 2023; FOOD BALT 2019, · Annual Student Scientific Conference of Faculty of Food Technology, · Annual International Food Fair "Riga FOOD", · Inter-University Scientific Conference of Tourism and Hospitality Students 2022

The annex 3 summarises a broader overview of the implementation of the previous accreditation experts' recommendation.

In general, the implementation of the recommendations has had a positive effect on the quality of studies and has contributed to the improvement of the study process. Legally organized various internal operating processes of LBTU, which directly affect study work. The direction of studies has become more relevant and more relevant to the requirements of the labor market, students are more actively involved in study and research processes, are more motivated. By implementing

various projects, funding has been attracted for the implementation of various activities. Most of the teachers have a sufficiently high level of English (B2, C1, C2).

2.6.2. Implementation of the recommendations given by the experts during the evaluation of the changes to the study programmes in the respective study field or licensed study programmes over the reporting period or recommendations received during the procedure for the inclusion of the study programme on the accreditation form of the study field (if applicable).

(Not applicable)

Annexes

I - Information on the Higher Education Institution/ College		
Information on the implementation of the study field in the branches of the higher education institution/ college (if applicable)		
List of the governing regulatory enactments and regulations of the higher education institution/ college	1_dala_1_pielikums_EN_Main internal legal acts and regulations.docx	1_dala_1_pielikums_Galveno_normativo_dokumentu_saraksts.docx
The management structure of the higher education institution/ college	1_dala_2_Pielikums_LBTU_management_structure_EN.docx	1_dala_2_Pielikums_LBTU_parvaldibas_shema_LV.docx
II - Description of the Study Field - 2.1. Management of the Study Field		
Plan for the development of the study field (if applicable)	Annex 1_Improvement and development plan for the study_2023_2027.pdf	1.pielikums_Studiju_virziena_attistibas_plans_2023_2027.pdf
The management structure of the study field	Annex 1'_Study direction management structure Hotel and Restaurant Services.pptx	1'.pielikums_Studiju_virziena_parvaldibas_struktura_Viesnicu_un_restoranu_serviss.pptx
A document certifying that the higher education institution or college will provide students with opportunities to continue their education in another study programme or another higher education institution/ college (agreement with another accredited higher education institution or college) if the implementation of the study programme is terminated.	Vienosanas_LBTU_Turiba_abpuseja_Edinataji_EN.docx	Vienosanas_LBTU_Turiba_abpuseja_Edinataji.edoc
A document certifying that the higher education institution or college guarantees compensation for losses to students if the study programme is not accredited or the study programme license is revoked due to actions (actions or omissions) of the higher education institution or college and the student does not wish to continue studies in another study programme.	LBTU_apliecinajums_studiju_virzienam_Viesnicu_un_restoranu_serviss_EN.docx	LBTU_apliecinajums_studiju_virzienam_Viesnicu_un_restoranu_serviss.edoc
Standard sample of study agreement	18_Study_Agreement_LV_EN_2023.pdf	18_Studiju_ligums_2023.pdf
II - Description of the Study Field - 2.2. Efficiency of the Internal Quality Assurance System		
Analysis of the results of surveys of students, graduates and employers	Survey_student_graduates_employers.pdf	Studējošo, absoventu un darba devēju aptauju rezultātu analīze.pdf
II - Description of the Study Field - 2.3. Resources and Provision of the Study Field		
Basic information on the teaching staff involved in the implementation of the study field	List_teaching_staff_2023_2024.xlsx	Mācībspēku_saraksts_2023_2024.xlsx
Biographies of the teaching staff members (Curriculum Vitae in Europass format)	Staff_CV_EN.zip	Mācībspēku_CV_LV.zip
A statement signed by the rector, director, head of the study programme or field that the knowledge of the state language of the teaching staff involved in the implementation of the study programmes within the study field complies with the regulations on the state language knowledge and state language proficiency test for professional and official duties.	LBTU_apliecinajums_studiju_virzienam_Viesnicu_un_restoranu_serviss_EN.docx	LBTU_apliecinajums_studiju_virzienam_Viesnicu_un_restoranu_serviss.edoc
A statement of the higher education institution/ college on the respective foreign language skills of the teaching staff involved in the implementation of the study programme at least at B2 level according to the European Language Proficiency Assessment levels (level distribution is available on the website www.europass.lv, if the study programme or part thereof is implemented)	LBTU_apliecinajums_studiju_virzienam_Viesnicu_un_restoranu_serviss_EN_2.docx	Par LBTU apviecinājumu studiju virzienam "Viesnicu un restorānu serviss, tūrisma un atpūtas organizācija" - papildu.edoc
II - Description of the Study Field - 2.4. Scientific Research and Artistic Creation		
Summary of quantitative data on scientific and/ or applied research and / or artistic creation activities corresponding to the study field in the reporting period.	Annex 5_Publications and artistic creative activities.pdf	5.pielikums_Publikācijas_un_jaunrade.pdf
List of the publications, patents, and artistic creations of the teaching staff over the reporting period.	Staff_Publications_list.xlsx	Mācībspēku_publicāciju_saraksts.xlsx
II - Description of the Study Field - 2.5. Cooperation and Internationalisation		
List of cooperation agreements, including the agreements for providing internship	Annex 2_agreements.pdf	2.pielikums_Sadarbibas_ligumu_saraksts.pdf
Statistical data on the teaching staff and the students from abroad	Annex 4_Foreign_students_and_teaching_staff.pdf	4. pielikums_Ārvalstu studējošie un mācībspēki_Viesnicu un restorānu serviss.pdf
Statistical data on the incoming and outgoing mobility of students (by specifying the study programmes)	Annex 4_Incoming_outgoing_mobility_students.pdf	4.pielikums_Studējošo_izejošo_un_ienākošo_mobilitāte.pdf
Statistical data on the incoming and outgoing mobility of the teaching staff	Annex 4_Mobility_foreign_and_LBTU_teaching_staff.pdf	4. pielikums_Ārvalstu un LBTU mācībspēku mobilitāte Viesnicu un restorānu serviss.pdf
II - Description of the Study Field - 2.6. Implementation of the Recommendations Received During the Previous Assessment Procedures		
Report on the implementation of the recommendations received both in the previous accreditation and in the licensing and/ or change assessment procedures and/ or the procedures for the inclusion of the study programme on the accreditation form of the study field.	Annex 3_Implementation_expert_recommendations.pdf	3.pielikums_Rekomendāciju_izpilde_pārskata_periodā.pdf
An application for the evaluation of the study field signed with a secure electronic signature	IESNIEGUMS_Studiju_virziena_novertesana_Edinataji_EN_precizets.docx	Iesniegums_Studiju_virziena_novertesana_Edinataji_LV_precizets.edoc
III - Description of the Study Programme - 3.1. Indicators Describing the Study Programme		
Sample of the diploma and its supplement to be issued for completing the study programme		
For academic study programmes - Opinion of the Council of Higher Education in accordance with Section 55, Paragraph two of the Law on Higher Education Institutions (if applicable)		
Compliance of the joint study programme with the provisions of the Law on Higher Education Institutions (table) (if applicable)		
Statistics on the students in the reporting period		
III - Description of the Study Programme - 3.2. The Content of Studies and Implementation Thereof		
Compliance with the study programme with the State Education Standard		
Compliance of the qualification to be acquired upon completion of the study programme with the professional standard or the requirements for professional qualification (if applicable)		
Compliance of the study programme with the specific regulatory framework applicable to the relevant field (if applicable)		
Mapping of the study courses/ modules for the achievement of the learning outcomes of the study programme		
The curriculum of the study programme (for each type and form of the implementation of the study programme)		
Descriptions of the study courses/ modules		
Description of the organisation of the internship of the students (if applicable)		
III - Description of the Study Programme - 3.4. Teaching Staff		
Confirmation that the academic staff of the doctoral study programme includes not less than five doctors, of which at least three are experts approved by the Latvian Council of Science in the branch or sub-branch of science in which the study programme intends to award a scientific degree (if applicable)		
Confirmation that the academic staff of the academic study programme complies with the requirements specified in Section 55, Paragraph one, Clause 3 of the Law on Higher Education Institutions (if applicable)		

Other annexes

Name of document	Document
LBTU dokumenti latviešu valodā	LBTU_dokumenti_latviesu_valoda-20240102.zip
LBTU documents in English	LBTU documents in English-20240102.zip
MansLBTU_ekransavini_LV.pdf	Iekstikla_mansLBTU_ekransavini_LV.pdf
Intranet_MansLBTU_screenshots_EN.pdf	Intranet_mansLBTU_screenshots_EN.pdf
LBTU pārāpstiārinātais rīkojums par studiju kursu izstrādi	Studiju_kursu_izstradasanas_un_atjaunosanas_kartiba_2024.pdf
LBTU re-approved regulation on the Development of Study Courses	Studiju_kursu_izstradasanas_un_atjaunosanas_kartiba_2024_EN2.pdf

Restaurant and Hotel Management (42811)

Study field	<i>Hotel and Restaurant Service, Tourism and Recreation Organisation</i>
ProcedureStudyProgram.Name	<i>Restaurant and Hotel Management</i>
Education classification code	<i>42811</i>
Type of the study programme	<i>Professional bachelor study programme</i>
Name of the study programme director	<i>Gita</i>
Surname of the study programme director	<i>Krūmiņa-Zemture</i>
E-mail of the study programme director	<i>gita.krumina@lbtu.lv</i>
Title of the study programme director	<i>Mg. paed., Mg.cib.hyg.</i>
Phone of the study programme director	<i>+371 26629339</i>
Goal of the study programme	<i>Aim of the study programme: prepare highly qualified and competitive managers of hospitality companies who have an understanding of the operation of hospitality companies and whose knowledge and competences enable them to make decisions, plan and coordinate the implementation of quality hospitality services.</i>
Tasks of the study programme	<i>Tasks of the study programme:</i> <ol style="list-style-type: none"> <i>1. Ensure improvement of the study programme content, study process and research work in accordance with the development trends and needs of the economy in Latvia and internationally in the education of competitive specialists.</i> <i>2. Provide and develop a modern learning environment and the qualification of academic staff in order to implement a student-centred and competence-based approach in the education of managers of hospitality companies.</i> <i>3. Promote international mobility of academic staff and students and participation in projects, increasing students' competitiveness in the labour market.</i> <i>4. Promote the development of students as positive, socially responsible and capable individuals who can act and make decisions independently.</i>

Results of the study programme	<p><i>Expected results of the study programme:</i></p> <p><i>Knowledge:</i></p> <ul style="list-style-type: none"> • <i>Knows the principles of a hospitality business, including management and financial planning, resource management, communication, work organisation, technology and guest service.</i> • <i>Knows the legal framework related to hospitality businesses, and is able to comply with the requirements of laws and regulations.</i> • <i>Able to develop a hospitality business development plan, setting objectives in line with the company's strategy and industry policy.</i> <p><i>Skills:</i></p> <ul style="list-style-type: none"> • <i>Able to achieve the objectives of a hospitality business and control the use of resources.</i> • <i>Able to analyse the quality of hospitality services and the factors influencing it.</i> • <i>Able to make decisions independently, being aware of possible risks and benefits in the operation of the hospitality company.</i> <p><i>Competencies:</i></p> <ul style="list-style-type: none"> • <i>Able to manage a hospitality business in accordance with the company's strategy, mission and objectives, based on the principles of ethical management.</i> • <i>Able to use information and communication technology tools effectively to achieve business objectives and solve problems.</i> • <i>Able to substantiate his/her views and manage communication in a professional environment.</i>
Final examination upon the completion of the study programme	<i>Bachelor thesis</i>

Study programme forms

Full time studies - 4 years - latvian

Study type and form	<i>Full time studies</i>
Duration in full years	<i>4</i>
Duration in month	<i>0</i>
Language	<i>latvian</i>
Amount (CP)	<i>240</i>
Admission requirements (in English)	<i>Secondary education</i>
Degree to be acquired or professional qualification, or degree to be acquired and professional qualification (in english)	<i>Professional Bachelor's Degree in Hospitality Management</i>
Qualification to be obtained (in english)	<i>Tourism and Hospitality Service Manager</i>

Places of implementation

Place name	City	Address
Latvia University of Life Sciences and Technologies	JELGAVA	LIELĀ IELA 2, JELGAVA, LV-3001

Part time extramural studies - 4 years, 3 months - latvian

Study type and form	<i>Part time extramural studies</i>
Duration in full years	<i>4</i>
Duration in month	<i>3</i>

Language	<i>latvian</i>
Amount (CP)	<i>240</i>
Admission requirements (in English)	<i>Secondary education</i>
Degree to be acquired or professional qualification, or degree to be acquired and professional qualification (in english)	<i>Professional Bachelor's Degree in Hospitality Management</i>
Qualification to be obtained (in english)	<i>Tourism and Hospitality Service Manager</i>

Places of implementation

Place name	City	Address
Latvia University of Life Sciences and Technologies	JELGAVA	LIELĀ IELA 2, JELGAVA, LV-3001

Full time studies - 4 years - english

Study type and form	<i>Full time studies</i>
Duration in full years	<i>4</i>
Duration in month	<i>0</i>
Language	<i>english</i>
Amount (CP)	<i>240</i>
Admission requirements (in English)	<i>Secondary education. At least B2 level of English language skills</i>
Degree to be acquired or professional qualification, or degree to be acquired and professional qualification (in english)	<i>Professional Bachelor's Degree in Hospitality Management</i>
Qualification to be obtained (in english)	<i>Tourism and Hospitality Service Manager</i>

Places of implementation

Place name	City	Address
Latvia University of Life Sciences and Technologies	JELGAVA	LIELĀ IELA 2, JELGAVA, LV-3001

3.1. Indicators Describing the Study Programme

3.1.1. Description and analysis of changes in the parameters of the study programme made since the issuance of the previous accreditation form of the study field or issuance of the study programme license, if the study programme is not included on the accreditation form of the study field, including changes planned within the evaluation procedure of the study field evaluation procedure.

The study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") was licensed on 28.03.2003. At the time of its licensing, the content of the study programme was in line with the higher education legislation of that time.

No changes have been made to the parameters of the study programme since the previous accreditation (26.06.2013). Over time, based on the recommendations of accreditation experts, only substantive changes have been made to the study programme. The most significant changes were made in the 2015/2016 study year in order to improve the study programme in accordance with the professional standard "Company Manager / Deputy Manager" in force at that time, i.e. to deepen the acquisition of study courses that contribute to the development of professional competence of the company manager. In 2019, the study programme was included in the implementation of the ESF project No. 8.2.3.0/18/A/009 (2018–2021) "Improvement of the Management of the Latvia University of Life Sciences and Technologies". Two leading experts in the field of hospitality from Latvia and abroad (Poland) were involved in the project, who evaluated the study programme and made recommendations for its improvement in line with the current trends in the field. Based on the experts' conclusion, starting from the 2020/2021 study year, content changes were introduced in the existing study courses: "Foreign Languages" (including Russian), "Labour and Civil Protection", "Ecology and Environmental Protection", "Management Psychology", "Microbiology and Hygiene", to create a compulsory course of study "Ethnic Cuisine", "Hotel Services Management", "Research in Hospitality", "Technology of Food Preparation", "Introduction in Hospitality" (educational internship), to develop and include "Wine Culture" as an elective course of study in the offer. The most significant changes in the content of the study plan are related to the the new wording of the existing term "credit point" in Article 1 of the Law of the Republic of Latvia "Law on Higher Education" (01.12.1995) (<https://likumi.lv/ta/id/37967-augstskolu-likums> (in Latvian) the new edition and the deadline set in Article 93 until the introduction of the new credit point system (until 31.12.2024) in universities, including the study programme "Restaurant and Hotel Management". The new Latvian credit point (CP) system has been introduced in the study programme from the 2023 / 2024 study year. The changes were related to the corrections of the CP volume of 15 study courses. When recalculating the volume of the study course to the new CP system, which is equal to ECTS, the methodology provided for multiplying the previous credit points by a factor of 1.5. As a result, the volumes of study courses were obtained with numerical values after the decimal point, which is not allowed according to the current legislation. In order to comply with both the legislative requirements and the compliance of the study content with the goals of the study direction and the study programme, part of the study courses were combined, as a result of which the total amount of CPs of the study course was reduced and free CPs were obtained, which in turn could be used to increase the volume of study courses, e.g. combined the study courses "Food Chemistry I" (3.75 Latvian CP / ECTS) and the study course "Food Chemistry II" (2.25 Latvian CP / ECTS) and created the study course "Food Biochemistry" (3.0 Latvian CP / ECTS) and the remaining 3.0 Latvian CP / ECTS divided and increased the volume of other study courses, for

example the study course "Management accounting", which after recalculation would be 2.25 Latvian KP / ECTS, but currently it is 3.0 Latvian KP / ECTS.

The title of the study programme has been corrected in Latvian to more accurately, reflecting more precisely the essence of the study programme. In addition, the title of the study programme is also changed in English from "Catering and Hotel Management" to "Restaurant and Hotel Management". The correction of the title in English more accurately reflects the field of professional activity of the study program.

The duration of the part-time extramural programme is to be changed from 5 years of studies to 4 years and 3 months. In part-time studies, study courses in the amount of less than 60 Latvian CP / ECTS shall be acquired during the study year. This requirement, regulated by the Law of the Republic of Latvia "Law on Higher Education Institutions" (01.12.1995), can be fulfilled within the planned duration of studies. The part-time extramural study period of the programme will be competitive with other higher education study programmes in Latvia.

It is planned to change the name of the awarded professional bachelor's degree from Professional Bachelor's Degree in Management to Professional Bachelor's Degree in Hospitality Management. The change of the name of the bachelor's degree will more accurately reflect the content of the studies and clarify the scope of the professional activity.

The plan is to change the qualification to be awarded from Restaurant and Hotel Manager to Tourism and Hospitality Service Manager. The National Centre for Education, which is subordinate to the Ministry of Education and Science of the Republic of Latvia, has been actively involved in the organisation of the vocational education system. As the field of hospitality is one of the segments of the tourism industry, occupations in this field were included in the range of occupations of the tourism industry (map of occupations included in the structure of the tourism industry

https://registri.visc.gov.lv/profizglitiba/dokumenti/nozkval/NKSK_turisms.pdf (in Latvian)). Professional standards in the tourism industry are developed by the Tourism and Beauty Industry Expert Council under the Employers' Confederation of Latvia. The working group established by the Council developed the sixth professional qualification level (6 PQL) (corresponds to the bachelor's level of study) professional standard "Tourism and hospitality service manager" (occupation codes 1411 01 (MANAGER/DIREKTOR of the hotel) and 1412 01 (MANAGER/DIREKTOR of the restaurant)), which was agreed on at the meeting of the tripartite cooperation sub-council of the Vocational Education and Employment of the Republic of Latvia (07.06.2023) <https://registri.visc.gov.lv/profizglitiba/dokumenti/standarti/2017/PS-253.pdf> (in Latvian)

The professional standard specifically states that "The tourism and hospitality service manager coordinates and manages the activities of the tourism industry organisation in the areas of tourism, catering, accommodation and its departments. The tourism and hospitality service manager works in tourism service companies (tourism, accommodation and food service)". The qualification "Tourism and Hospitality Service Manager" to be awarded upon graduation from the study programme corresponds to the study content and the professional standard "Tourism and Hospitality Service Manager".

The study programme is also planned to be delivered in English. Currently, the study programme in Latvian has been improved in line with the latest developments in the field. The quality of the study programme content is highly appreciated by students, graduates and Latvian employers, so studying in English is an opportunity for the study programme / study field to develop and participate in international circulation.

The planned changes to the study programme have been reviewed and approved at the LBTU Senate meeting (11.10.2023) by Decision No. 11-137

3.1.2. Analysis and assessment of the study programme compliance with the study field. Analysis of the interrelation between the code of the study programme, the degree, professional qualification/professional qualification requirements or the degree and professional qualification to be acquired, the aims, objectives, learning outcomes, and the admission requirements. Description of the duration and scope of the implementation of the study programme (including different options of the study programme implementation) and evaluation of its usefulness.

Bachelor study programme of the first cycle of professional higher education "Restaurant and Hotel Management" ("Catering and Hotel Management") is included in the study field "Hotel and Restaurant Service, Tourism and Recreation Organisation". The study programme is related to the first part of the study field title – Hotel and Restaurant Service. The study programme is **unique** in the higher education environment of Latvia, as it is the **only one** to educate top-level professionals in the field of hospitality (especially food service). In higher education institutions of Latvia, where this study field is implemented, study programmes represent the second part of the study field title – Tourism and Recreation Organisation.

Duration and scope of study programme implementation: full-time studies in Latvian: 4 years (8 semesters) (240 Latvian CP / ECTS), full-time studies in English (planned): 4 years (8 semesters) (240 Latvian CP / ECTS), part-time studies in Latvian: 4 years and 3 months (8 semesters and 3 months) (240 Latvian CP/ ECTS). Regarding the duration of part-time studies, in order to make the time spent by students as useful as possible, the duration of the implementation of part-time studies is therefore reduced.

The admission requirements, determined when starting the study programme corresponding to the study direction, are the same for full-time and part-time studies: previously acquired secondary education, results of compulsory (Latvian language, foreign language, mathematics) centralised examinations and an advantage is results of the centralised examination in social sciences (Admission rules for 2024/2025 study year https://www.lbtu.lv/sites/default/files/2023-11/Uznemsanas_noteikumi_pamatstudijas_2024_2025_stg_08112023.pdf (in Latvian)). The study programme is interested in attracting motivated applicants with potential in the field of hospitality, therefore cooperation agreements have been concluded with vocational secondary education institutions at the university level, and in June 2024, the Hospitality Summer School will be held for the fifth time, the task of which is to introduce young people to the field of hospitality in Latvia and the world, and to give young people the opportunity to make sure that the chosen study programme corresponds to the vision of a professional career in connection with higher level studies and an appropriate study environment.

Degree: Professional Bachelor's Degree in Hospitality Management. The professional bachelor's degree is defined in accordance with the Cabinet Regulation of the Republic of Latvia No. 305 "Regulations on the State Standard for Professional Education" (13.05.2023.) and the scope of professional activity.

Qualification to be obtained (sixth professional qualification level (6th PQL)) – Tourism and Hospitality Service Manager. The standard for the profession of Tourism and Hospitality Service Manager specifies the professional duties and tasks, as well as the professional and general competences required to perform the tasks. The aim of Cabinet Regulation No. 264 "Regulations on Classification of Occupations, Key Tasks of Occupations and Main Qualification Requirements" (23.05.2017), issued in accordance with the Labour Law of the Republic of Latvia (20.06.2001), is to

ensure that the labour force is recorded and compared in accordance with international practice. Regarding the hospitality sector of the tourism industry, two occupations are relevant to it: occupation code 1411 01 – Hotel Manager/Director and occupation code 1412 01 – Restaurant Manager/Director. The main tasks of the Hotel Manager/Director are “to plan, manage and execute the business strategy of a hospitality company, organise and manage the day-to-day operations, perform administrative duties, report to the entrepreneur, if any, select and train staff, organise and manage the work of subordinate staff in a hospitality company; draw up a budget; enter into transactions with suppliers, customers and other companies; plan, manage and coordinate activities relating to the provision of premises and other similar services; plan, organise, develop and implement marketing and promotional projects/campaigns; ensure the rational use of resources and the respect of work schedules in the hospitality company”, while the main tasks of the Restaurant Manager/Director are “to plan, manage and ensure the execution of the business strategy of a catering company, organise and manage the day-to-day operations, perform administrative duties, report to the entrepreneur, if any, select and train staff, organise and manage the work of subordinate staff in a catering company; draw up a budget; enter into transactions with suppliers, customers and other companies; plan, manage and coordinate activities relating to catering and other similar services; plan, organise, develop and implement marketing and promotional projects/campaigns; ensure the rational use of resources and the respect of work schedules in the catering company.” The tasks set out in the professional standard “Tourism and Hospitality Service Manager” are identical to the content of the main tasks set out in the Professional Classification and are closely related to the aim, objectives and study outcomes of the study programme. The study programme outcomes are regularly assessed in consultations with employers and graduates/professionals working in the field of hospitality, as well as by seeking students’ opinions on the quality of the study process.

3.1.3. Economic and/ or social substantiation of the study programme, analysis of graduates' employment.

The study programme “Restaurant and Hotel Management” (“Catering and Hotel Management”) has both direct and indirect economic impact on the economy and society as a whole. Graduates of the study programme are directly involved in the economic activity of Latvia, as there are graduates who, after graduation, start their own hospitality businesses (Café Kairi, guest house “Iecupes”), but most of the graduates manage hospitality businesses or their departments. Graduates work in the Food and Veterinary Service of the Republic of Latvia, in trade services, and in the banking sector. The indirect economic impact is related to the employment of graduates (there are such graduates in every graduate course) in vocational education institutions, thus transforming the knowledge and professional experience gained into the education of young hospitality professionals, creating a knowledgeable, competitive human resource in the country. Indirect economic impact can be attributed to graduates who link their future professional life with further education and research. During the reporting period, two graduates of the programme obtained a Doctoral degree Doctor of Science (Ph.D.) in Food and Beverage Technologies.

The social rationale of the study programme is related to its impact on the well-being of society. Like economic impact, they can be direct or indirect. The direct impact is related to graduates working directly for society, which can be attributed to graduates working in educational institutions. The indirect impact of the field of hospitality in terms of promoting the well-being of the society is the most direct, as graduates are able to provide high-quality hospitality services to

guests (the public), thereby promoting positive emotions, feelings which are necessary for modern society as a whole. Graduates have become highly skilled professionals, thus contributing to the competitiveness of the company and the country. During the reporting period, graduates of the study programme are able to find a job in the field of hospitality and gain economic benefits.

Since 2019, the Ministry of Education and Science has been monitoring employment of graduates. The results of the monitoring of employment of graduates from 2017 to 2021 are now publicly available (<https://www.viis.gov.lv/dati/2023gada-publikacijas-2021monitoringa-gada-dati> (in Latvian). Based on the monitoring data, it is possible to analyse the employment of graduates in the last years of the reporting period. The employment of graduates in the labour market is characterised by a number of criteria, one of which relates to the employment rate, or the share of graduates who are employed after graduation (see table).

Table 3.1

Employment of graduates of the study field / study programme
“Restaurant and Hotel Management” on the labour market

Indicator	2018 (2017 graduates)	2019 (2018 graduates)	2020 (2019 graduates)	2021 (2020 graduates)
Thematic area “Personal services” of the study field				
Employment rate of graduates, %:				
Bachelor’s studies, employment	87.4	86.8	86.4	87.4
Bachelor’s degree, employment in higher qualifications	77.3	76.3	70.0	77.8
Income of graduates after graduation, EUR per year	13 536	15 544	14 871	16 513

Thematic area “Personal services” of the study field / study programme. The employment rate of graduates is sufficiently high (87 % on average), indicating that the study programme meets the needs of the labour market. The high employment rate of graduates is also confirmed by the fact that the employment rate of graduates, who obtained a bachelor’s degree at the Latvian University of Life Sciences and Technologies in 2020, is 85 %, which is higher than the target value for employment of graduates (80%) set for Latvia as a whole. The employment in Latvia at the highest average level regarding graduates from 2020 was 83.8%.

The employment of graduates is characterised by the speed with which graduates find a job after graduation. Monitoring data shows that graduates find jobs quickly after graduation (87% on average), indicating that the study programme prepares young professionals to meet the needs of the labour market (<https://www.viis.gov.lv/monitoringa-riki> (in Latvian)).

The quality of employment of graduates is measured by the workplaces and the positions they hold. The employment rate of graduates at the highest qualification level is very good (75 % on average), indicating that the programme provides the knowledge and skills needed for a successful career. The graduate survey conducted in 2023 (81 graduates or 1/4 of the all graduates in the reporting period) confirms that the quality of the study programme is rated as very good (8 points on a 10-

point scale) and most of the performance indicators are rated as fully achieved or more likely to be achieved; however, a fifth of the graduates (~22 %) recommend that more training in practical skills should be provided. This means that students should be encouraged to be more active in companies when they go on professional internships, as internships are the professional platform where they can gain meaningful practical skills. 78 % of surveyed graduates indicated that the knowledge they had gained during their studies had contributed to their professional career. The majority of surveyed graduates (74 %, or 30 % (yes) and 44 % (maybe)) evaluating the quality of their studies indicated that they would be willing to study the programme again, which is clearly a high rating of the programme.

The results of the employer survey conducted in 2023 (36 employers took part) show that one third of graduates work in managerial roles that match their qualifications, another third (33%) in lower-level managerial roles, and the rest work in hospitality-related areas. In general, employers positively assess the professional preparation of the graduates of the study programme, noting that there are differences among the graduates which are more explained by the personal characteristics of the graduates. On the positive side, graduates of the study programme are motivated in the labour market, able to work in difficult conditions, have the courage to make decisions, are creative and driven to achieve better results.

In Latvia, the average income for graduates of bachelor’s studies (2020) was €16,599/year, while for graduates of the “Personal Services” thematic area it was €16,513/year. The average income of graduates is comparable to the average in Latvia, and the trend in recent years has been for incomes to increase after graduation, showing that graduates of the field of personal service are in demand and competitive on the labour market.

3.1.4. Statistical data on the students of the respective study programme, the dynamics of the number of the students, and the factors affecting the changes to the number of the students. The analysis shall be broken down into different study forms, types, and languages.

The study programme “Restaurant and Hotel Management” (“Catering and Hotel Management”) in the study year 2023/2024 has 111 students. In the last study years of the reporting period, the total number of students has stabilised, although there has been a slow decline in the total number of students (see Table 3.2).

Table 3.2

Dynamics of the number of students in the reporting period in full-time (FT) and part-time (PT) studies (01.10)

Study year	1st course		2nd course		3rd course		4th course		5th course	Academic leave		Total	
	FT	PT	FT	PT	FT	PT	FT	PT	PT	FT	PT	FT	PT
								T					

2012/2013	47	10	37	4	48	5	48	1 1	15	4	5	184	50
2013/2014	32	20	24	5	31	6	48	8	9	4	1	139	49
2014/2015	45	9	23	11	23	8	28	4	4	0	1	119	37
2015/2016	37	9	32	7	16	11	25	7	5	4	12	114	51
2016/2017	37	7	30	6	30	3	15	1 1	9	4	7	116	43
2017/2018	36	8	26	7	26	5	28	6	7	3	6	119	39
2018/2019	36	6	25	4	23	7	26	4	7	3	8	113	36
2019/2020	26	3	33	4	21	6	24	5	5	3	7	107	30
2020/2021	35	5	20	4	30	4	21	6	5	6	5	112	29
2021/2022	35	-	25	2	19	3	28	5	5	9	6	116	21
2022/2023	38	-	20	-	25	4	18	1	4	2	7	103	16
2023./202 4. (01/10/202 3)	31	-	26	-	19	-	25	5	-	0	5	101	10

The overall decrease in the number of students is significantly influenced by the fact that part-time distance studies have not been launched in the last 3 study years, because there has been an insufficient number of applications (see Appendix 5, Figure 5.1). Despite the fact that the approach to the implementation of part-time distance studies was changed from 1-month full-time studies every semester to full-time studies every second week on Mondays and Tuesdays, this was not the determining factor for prospective students. In contrast, part-time students now welcome such timetabling. Currently, the study programme for part-time distance studies cannot compete with other higher education institutions in Latvia in terms of study duration (2023/2024 – 5 years), as the study duration is 4 years and 3 or 5 months.

The decrease in the number of students is also affected by the number of students enrolled in full-time studies in the 1st study year who leave their studies in the first semester of their own volition (see Appendix 5, Table 5.3). This can be explained by the underdeveloped ability to learn, the desire to explore, and the satisfaction of accomplishment in today's young people, who, when faced with the first difficult tasks, choose the easy way – not to continue what they start. In recent years, it has been observed that young people start their studies and work at the same time, but they are not yet so skilled at managing their time and workload, as a result they decide not to continue their studies. Students in the 3rd and 4th years of study are able to successfully combine their studies and professional activity.

A major factor contributing to the decline in student numbers is the relatively small number of

students returning from academic leave. Students do not return from academic leave because they have obtained a well-paid job or emigrated abroad during the study year. This is not straightforward, as in the last years of the reporting period, part-time study programmes were completed by students who were able to study outside Latvia. Although, the timing of distance learning during the pandemic was supportive of this approach.

In the "Restaurant and Hotel Management" study programme, the study process takes place in the national language - Latvian (see Appendix 5, Table 5.4). In the 2025 / 2026 academic year, it is planned to start the implementation of studies also in one of the official languages of the European Union - English.

The study programme "Restaurant and Hotel Management" includes both state-financed studies and students' self-financed studies (fees). The amount of state-financed study places in full-time studies is agreed in the annual tripartite agreement between the Ministry of Education and Science (IZM), the Ministry of Agriculture (ZM) and the Latvia University of Life Sciences and Technologies (LBTU) (see Table 3.3). On the other hand, full-time fee-based studies are carried out by those students who, following the rotation process stipulated in the Study Agreement and the Study Regulations, which is based on the results of the student's semester results, fall outside the designated budget places. Undergraduate studies are carried out only for a fee. Study fees are determined by the LBTU Council.

Table 3.3

Distribution of students by funding

(B-budget, F - fee, Ff - fee for foreigners)

Study year	Full time			Part time	Total
	B	F	Ff	F	
2012/2013	114	70	0	50	234
2013/2014	86	53	0	49	188
2014/2015	91	28	0	37	156
2015/2016	89	25	0	51	165
2016/2017	100	16	0	43	159
2017/2018	96	23	0	39	158
2018/2019	101	12	0	36	149
2019/2020	95	12	0	30	137
2020/2021	104	8	0	29	141
2021/2022	90	26	0	21	137
2022/2023	100	3	0	16	119

2023/2024	95	6	0	10	111
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In recent years, there has been a decline in the number of people interested in starting their studies at later stages. This can be explained both by the overall population decline in Latvia and the unstable financial situation in Latvia, Europe and the world as a result of the various crises.

In the last years of the reporting period, the programme has met the target number of students enrolled (see Appendix 5, Table 5.6). On the positive side, the trend towards higher education is increasing among young people who have graduated from vocational secondary education institutions. These young people are sufficiently motivated because their previous experience is a good support for their studies and they have a good understanding of the field they want to study.

3.1.5. Substantiation of the development of the joint study programme and description and evaluation of the choice of partner universities, including information on the development and implementation of the joint study programme (if applicable).

3.2. The Content of Studies and Implementation Thereof

3.2.1. Analysis of the content of the study programme. Assessment of the interrelation between the information included in the study courses/ modules, the intended learning outcomes, the set aims and other indicators with the aims of the study course/ module and the aims and intended outcomes of the study programme. Assessment of the relevance of the content of the study courses/ modules and compliance with the needs of the relevant industry, labour market and with the trends in science on how and whether the content of the study courses/ modules is updated in line with the development trends of the relevant industry, labour market, and science.

The content of the study programme “Restaurant and Hotel Management” (“Catering and Hotel Management”) is developed in accordance with the Regulation of the Cabinet of Ministers of the Republic of Latvia No. 305 “Regulations on the State Standard for Professional Education” (13.05.2023) and the professional standard “Tourism and hospitality service manager” (07.06.2023) (professional codes 1411 01 and 1412 01). The content of the study programme is delivered in 4 years of full-time studies and 4 years and 3 months of part-time studies. The content of the study programme is designed according to the sequence of topics and the degree of complexity of their acquisition, starting with study courses that provide a general understanding of the topic and ending with the acquisition of specific, in-depth study courses. Each of the study years is characterised by its own guiding topic:

- **1st study year - hospitality as one of the sectors/fields of the tourism industry.** The studies begin with the acquisition of professional orientation study courses (Tourism Management, Hospitality Businesses), several basic courses in humanities and theoretical knowledge (Business Ethics and Philosophy, Foreign Languages, Information Technologies in

Hospitality, Applied Mathematics, Economics, Food Biochemistry, Hygiene Management in Hospitality). Two traineeships are held during the study year – an educational traineeship and a professional traineeship – where students learn about the hospitality field and the activities of related companies, and analyse various issues in accordance with the theoretical knowledge acquired.

- **2nd study year – guest accommodation service.** During the study year, students acquire courses, the content of which is related to the guest accommodation service (Hotel Service Management), develop the first course work (Concept of a Guest Accommodation Establishment), as well as get acquainted with the activities of guest accommodation companies during the professional traineeship. In the spring semester of the study year, the students acquire several courses which are the basis for the study of catering service (Nutrition, Technology of Food Preparation, Guest Service Management), as well as continue their studies in the field of economics by studying Marketing and Sociology.
- **3rd study year – catering.** Within the study year, the catering service is viewed from the perspective of production management, the second course work is developed (Technological Project of Catering Establishment), and professional experience is gained during the traineeship. Students develop their communication skills in the study course Communication in Hospitality, acquire Entrepreneurship, Financial Accounting, Management Accounting, Taxes and Duties, Human Resource Management courses.
- **4th study year – hospitality business management.** In the autumn semester of the study year, studies are related to business management – innovation, quality, logistics, strategy, research – while in the spring semester, the third course work is developed (Financial Plan of the Hospitality Companies), the professional traineeship “Hospitality Business Management” is implemented and the final work – Bachelor’s thesis – is developed and defended.

The content of the study programme is proportionally composed of the study courses Guest Accommodation Service, Catering, Hospitality Economics and Management (1:3:3). The number of study courses with content related to catering services is relatively high, as this service is complex in nature and its operation is regulated by various European and Latvian legislation. The activities of the catering companies represent two powerful sectors of the economy – production and service provision – and their managers need to have versatile knowledge, from sourcing raw food materials to waste management. A large number of study courses are related to hospitality economics and business management, which contribute to the development of the competence of new hospitality company managers, in line with the level of senior management functions.

The study outcomes defined in the study courses are interlinked with the study programme’s aim and outcomes. The role of each study course and the relationship of its content to the study programme’s objectives and achievable results are given in the document “Mapping of Study Courses” (see Annex 8).

The content of the study programme was significantly adjusted in the 2018/2019 study year when the study programme was implemented under the ESF project “Improving the management of the Latvian University of Life Sciences and Technologies” No. 8.2.3.0/18/A/009 (2018-2021), and evaluated by a leading hospitality expert (Latvia) and a foreign expert (Poland). Based on expert recommendations, the content of the study programme was updated to meet labour market requirements. Teaching staff of vocational orientation study courses regularly participate in Latvian, Baltic and European tourism/hospitality conferences and international exhibitions, gaining new experience that is transformed into the study courses they teach.

The updating of the content of study courses at LBTU is regulated by the Order of the Vice-Rector for Studies (No. 2.4.-8/59) (20.12.2022) “On the Procedure for Developing Study Courses /

Traineeship Programmes and the Procedure for Registering and Updating Information in the LBTU IS Course Register" (internal document). Each teaching staff member involved in the implementation of the study programme regularly updates the content of the study course and the list of recommended readings.

3.2.2. In the case of master's and doctoral study programmes, specify and provide the justification as to whether the degrees are awarded in view of the developments and findings in the field of science or artistic creation. In the case of a doctoral study programme, provide a description of the main research roadmaps and the impact of the study programme on research and other education levels (if applicable).

3.2.3. Assessment of the study programme including the study course/ module implementation methods by indicating what the methods are, and how they contribute to the achievement of the learning outcomes of the study courses and the aims of the study programme. In the case of a joint study programme, or in case the study programme is implemented in a foreign language or in the form of distance learning, describe in detail the methods used to deliver such a study programme. Provide an explanation of how the student-centred principles are taken into account in the implementation of the study process.

The study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") is implemented in accordance with the Regulation of the Cabinet of Ministers of the Republic of Latvia No. 305 "Regulations on the State Standard for Professional Education" (13.05.2023), which determines the scope of the study programme, the compulsory content (courses in humanities and social sciences, courses in theoretical knowledge and information technologies, courses in the relevant specialisation, elective part, traineeship and state examination) and their extent. The study programme consists of 47 compulsory study courses and 3 elective study courses, which must be learned in the amount of 9 Latvian CP / ECTS. The study courses (except course work, traineeships and state examinations) are implemented through lectures, practical classes (seminars, discussions (panel discussion, pyramidal, round table discussion, problem solving, brainstorming), mind mapping, group work, role plays, situation modelling, mathematical calculations, excursions), as well as courses with laboratory work, thus ensuring knowledge- and competence-based implementation of studies.

In order to successfully implement the new credit point term defined in Article 1 of the Law of the Republic of Latvia "Higher Education Law" (01.12.1995) (<https://likumi.lv/ta/id/37967-augstskolu-likums> (in Latvian) and Article 93 the new credit point of the specified term, and implementation of study programmes in credit points in universities, the vice-rector for studies of LBTU (13.12.2022) issued order No. 2.4. – 8/58 "On preparatory work for the introduction of a new credit point system at LBTU", which included tasks for directors of study programmes and timetables for the work to be performed. On the other hand, the order of the vice-rector for studies of LBTU (20.03.2024) No. 2. 4. – 8 / 8 "On the procedure for developing study courses / internship programmes and the procedure for registering and updating information in the IS course register of LBTU" is currently in force, which stipulates that 1 CP corresponds to 25 – 27 h.

The order specifies the number of hours for more than 1 Latvian CP, which corresponds to the amount of both face-to-face hours and hours of independent work and internships. The order in Latvian and English is published in the annex of the review report.

At the beginning of the study course, the teaching staff introduce the students to the content of the study course, the content of the e-learning platform, the types of examination (tests / homework / independent works / reports / examination (written / oral / combined or cumulative / test), the assessment system and the results to be achieved in the study course. Lectures are intended to present the theoretical issues of the study course, in which the teaching staff indicate the importance of the topic, its applicability in professional work, as well as the topic's connection with other study courses. Based on the different perceptions of the students, the teachers complement the information with visual material (presentations, short films, audio recordings). Students use the experience gained in practical work (data collection, compilation, analysis of results) in the development of their term paper and final thesis. In laboratory work, students carry out a given task, experiment, obtain results, analyse and draw conclusions which are discussed in a group with a member of the teaching staff. At the end, students make a self-assessment, indicating the benefits and shortcomings/gaps in the learning of the topic and the acquired skills, thus providing feedback.

Practical, laboratory work or a term paper is of great importance in the competence-based study process. During these classes, students use their transversal skills (critical thinking, problem solving, collaboration skills, creativity, self-reflection, digital literacy) to acquire the competences necessary for further studies, traineeships and professional activities as a hospitality business manager.

In order to foster a deeper understanding of the study courses and to create a sense of belonging to the hospitality industry, excursions to hospitality companies are organised each semester with pre-prepared assignments.

During the reporting period, the e-studies platform has been created for the study programme, which includes all study courses. The pandemic (2020-2022) encouraged the introduction of different technology tools (checklists, online communication, tutorials, etc.) in study courses and their use to ensure full-fledged online studies. E-studies are currently used for partial acquisition of study courses, combining full-time studies with those study course learning methods that work effectively remotely.

According to the LBTU Study Regulations (LBTU Senate Decision No. 11-110, 14.06.2023) (internal document), the outcome of study courses is evaluated according to two indicators – qualitative and quantitative. For the qualitative assessment, a 10-point scale criterion or rating – passed, failed – is used. The quantitative indicator is the amount of the study course in credit points.

Student-centred education involves the adaptation of not only studies but also the entire study environment for different students. As students have different learning styles and in order to foster closer collaboration between teaching staff and students, full-time teaching staff members provide two consultation sessions each working week. In practice, it is observed that, in addition to these consultation times, teaching staff indicate on their public accounts that they are available at other mutually agreed times. This approach is good support for part-time students or new parents or working students. LBTU offers a diverse range of extra-curricular activities (sports, creative arts) for students, in which students of the study programme are also involved. If a person with a physical disability would like to study in the study programme “Restaurant and Hotel Management”, he/she would be able to successfully implement these studies, as LBTU buildings are equipped and accessible for persons with physical disabilities. Students have free access to the internet, so they can connect to and use the LBTU library resources at any time of the day or night, thus LBTU

provides students with the opportunity to study at their own convenience. LBTU has a very active student self-government, which has been headed by a student of the study programme "Restaurant and Hotel Management" for several years. The student self-government of the faculty is also active, in which many students of the study programme are involved. They organise events, activities and volunteering, helping students to become intellectually diverse individuals.

With the 2025 / 2026 study year, it is planned to start the study programme "Restaurant and Hotel Management" in English. For students studying in English, the study process will be the same as for students of the Latvian language stream, except that the study course "Professional English in Hospitality" will be replaced by learning the Latvian language. Based on the fact that LBTU has experience in organizing the study process for English language students, there are currently no organizational inhibiting factors.

3.2.4. If the study programme envisages an internship, describe the internship opportunities offered to students, provision and work organization, including whether the higher education institution/ college helps students to find an internship place. If the study programme is implemented in a foreign language, provide information on how internship opportunities are provided in a foreign language, including for foreign students. To provide analysis and evaluation of the connection of the tasks set for students during the internship included in the study programme with the learning outcomes of the study programme (if applicable).

The study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") includes a traineeship, as it is an integral part of every bachelor's study programme of professional higher education and is implemented in accordance with Article 28 of the Regulation of the Cabinet of Ministers of the Republic of Latvia No. 305 "Regulations on the State Standard for Professional Education" (13.05.2023) and the LBTU Regulations "LBTU Regulations on the Procedure for Organising Traineeships" (14.12.2022) (internal document).

The total amount of traineeships in the professional higher education bachelor's study programme "Restaurant and Hotel Management" ("Catering and Hotel Management") is 30 Latvian CP / ECTS, divided into five traineeships, where the first is an educational traineeship (3 Latvian CP / ECTS) and the remaining are professional traineeships (6 or 9 Latvian CP / ECTS each). The number of traineeships is the same for full-time and part-time students. Professional traineeships take place in the spring semester of each study year. The title and content of the traineeship are closely related to the topics of the leading study courses in the relevant study year:

- 2nd semester: Introduction Practice in Hospitality Enterprises (6 Latvian CP / ECTS)
- 4th semester: Guest Accommodation Service (6 Latvian CP / ECTS)
- 6th semester: Restaurant and Catering Service (6 Latvian CP / ECTS)
- 8th semester: Hospitality Business Management (9 Latvian CP / ECTS)

The university supports and helps those studying in the study programme to find internships. In the last years of the reporting period, at the beginning of March, a "Virtual Traineeship CONTACT MARKET" is organised, in which cooperation organisations – the Association of Hotels and Restaurants, the Latvian Catering Association and the companies willing to provide traineeships for students – participate. Students are sent the HR contact details of both catering and accommodation service cooperation companies. As part of the "Restaurant and Catering Service" professional traineeship, students can get acquainted with and participate in the activities of the

Food and Veterinary Service of the Republic of Latvia (3 Latvian CP / ECTS). Students can choose their own place of traineeship, provided that the hospitality company is able to implement the requirements of the traineeship programme. As the professional traineeships take place in the second half of the spring semester, it is an opportunity for students to benefit from the Erasmus+ programme and go on a professional traineeship in a hospitality company abroad.

On the part of the university, students are ensured the fulfilment of the mandatory requirement (Regulation of the Cabinet of Ministers of the Republic of Latvia No. 545 “Procedures for the Training of Persons Employed in the Handling of Food in the Field of Food Hygiene” (29.09.2015)) – the personnel involved in the provision of catering services shall have completed the training course “Minimum hygiene requirements in the food company” (in the amount of 3 hours).

The organisation of professional traineeships begins with the traineeship supervisor from LBTU arranging information about the traineeship, its timetable and topics in e-studies, then the supervisor meets with the students and informs them about the traineeship, its tasks and course of action. Students then approach potential traineeship companies. Then a tripartite agreement on the traineeship is concluded – LBTU, the traineeship company, the student (trainee). By the order of the LBTU LPTF dean, during the planned traineeship period, the traineeship takes place under the direct supervision of the traineeship supervisor from the company, and is controlled by the traineeship supervisor from the university. After the traineeship (within three days), the student prepares a traineeship report and submits it to the LBTU traineeship supervisor, as well as an evaluation “Characteristics of the traineeship” from the company’s traineeship supervisor. Students prepare a traineeship report and present it to the course students in the presence of the LBTU traineeship supervisor, one other lecturer and traineeship supervisors from companies. The student answers questions from the audience and engages in discussion. The student receives an evaluation – “passed”, if the traineeship has been carried out in accordance with the traineeship programme, a successful evaluation has been received from the company’s traineeship supervisor, the traineeship report is of high quality in terms of content, the report is presented, the answers are given and the student has engaged in discussions. The traineeship supervisors rate the students’ knowledge and skills from very good to excellent, but the most appreciated is the students’ commitment and conscientiousness in carrying out their duties, and supervisors also state they would like to see such students in their teams.

Based on the specific nature of the tourism and hospitality field, the majority of hospitality staff in Latvia are proficient in English, thus professional traineeships can be successfully implemented in English.

During the 1st semester educational traineeship “Introduction in Hospitality”, students acquire knowledge about the study process at LBTU, get acquainted with the division of the study year, students’ rights and obligations, LBTU extra-curricular activities and the activities of the LBTU Fundamental Library. Students visit various food service (restaurants) and guest accommodation companies, learn about the specifics of their activity, the basic principles of production and guest service organisation, and gain contacts for their first professional traineeship. The 2nd semester professional traineeship “Introduction Practice in Hospitality Enterprises” is based on practical work and analysis in a hospitality company. Students learn about the specifics of the work of a hospitality company, production and service organisation, which gives them the opportunity to complement their theoretical knowledge. Students develop the ability to describe and analyse a hospitality company, highlighting its effectiveness and shortcomings, and making recommendations to address them.

During the 4th semester professional traineeship “Guest Accommodation Service” students develop their practical skills for working in a hotel. Professional traineeship provides opportunities to

complement and consolidate the theoretical knowledge acquired in the study courses “Hotel Services Management” and “Hygiene Management in Hospitality”. Students develop the ability to describe and analyse the activities of company, highlighting their effectiveness and shortcomings, and making recommendations to address them. In the 6th semester professional traineeship “Restaurant and Catering Service”, the student gets acquainted with the organisation of guest service and production work in a catering company, the peculiarities of the technological process, work organisation in different workplaces, staff duties, technological documentation, and compliance with technological and hygiene requirements. During the traineeship, practical skills in cooking and the use of related technological equipment are developed and strengthened. The 8th semester of studies is connected with the professional traineeship “Hospitality Business Management”, during which the student gets acquainted with the specifics of a hospitality company’s activities, the basic principles of personnel, financial, quality management, work organisation and marketing, collects the obtained data according to the traineeship programme and performs their analysis.

The tasks of the traineeships are closely related to the study programme outcomes, because **during each traineeship** students gain knowledge about the principles of hospitality companies’ activities, management of various resources in hospitality companies, work organisation, legal regulation of companies and the regulatory framework, develop the skills to control the use of resources, analyse the quality of services, be aware of the risks of the working environment and economic risks in the management of the company, be able to manage communication both in Latvian and foreign languages, be able to use various information technology tools and be able to express their views. The 8th semester professional traineeship, when students have mastered all study courses (theoretical studies), provides an opportunity to gain competence at the management level of hospitality companies – knowledge in management and financial planning, to analyse the activity of a hospitality company in accordance with the strategy, mission and goals of the company, based on the principles of ethical management.

3.2.5. Evaluation and description of the promotion opportunities and the promotion process provided to the students of the doctoral study programme (if applicable).

3.2.6. Analysis and assessment of the topics of the final theses of the students, their relevance in the respective field, including the labour market, and the marks of the final theses.

The final thesis of full-time and part-time students in the study programme “Restaurant and Hotel Management” is a bachelor’s thesis. Within the bachelor’s thesis, students solve topical problems in the field of tourism and hospitality. The development of a bachelor’s thesis demonstrates the student’s ability to orient, select, process, analyse and critically evaluate the necessary information in accordance with the stated objective of the thesis, the ability to select appropriate research methods, analyse the obtained research results, formulate conclusions and make economically sound proposals for solving the research problem.

The development of the bachelor’s thesis is regulated by the LBTU Regulations “Regulations on

Final Examinations” (09.03.2023) (internal document). According to these regulations, for the purposes of evaluating the bachelor’s theses, a State Examination Commission is established, which consists of 7 members, where the chairperson and 4 other members are representatives of the industry. After the bachelor’s thesis defence, the commission gives an evaluation. In recent years, the prevailing opinion is that the quality of the bachelor’s theses is increasing significantly with each study year, the research carried out is relevant to the industry, and its conclusions and proposals can be practically implemented in hospitality companies. The State Examination Commission welcomes the variety of topics in the bachelor’s theses and the fact that the research carried out in the bachelor’s theses is one step ahead of what is happening in the industry. The commission makes recommendations, mainly related to the improvement of the content of bachelor’s theses, constructive suggestions for the improvement of a course of study, as well as suggestions on topics for future research.

The bachelor’s thesis is developed in accordance with the rules approved by LBTU LPTF “Methodological Rules for Developing of a Bachelor Thesis” (updated 2023), where students can get acquainted both with the process of bachelor’s thesis development and with the requirements for the bachelor’s thesis formatting. 100% of bachelor’s theses are peer-reviewed by industry representatives, ensuring close links with the industry. The reviewers of the bachelor’s theses are managers of hospitality companies and heads of tourism sectors of municipalities, who, after a thorough study of the theses, have positively evaluated the theses and have encouraged the State Examination Commission to award the respective professional qualification and professional bachelor’s degree.

The final examination works in the study programme “Restaurant and Hotel Management” in both full-time and part-time studies can be evaluated as very good, where the average score in the reporting period is 7.63 (see Table 3.4).

Table 3.4

Final examination work evaluation in the study programme
“Restaurant and Hotel Management”, %

Type of study	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021	2021/2022	2022/2023
10 (with distinction)	4	-	8	-	3	4	8	4	12	5
9 (excellent)	11	-	8	12	24	29	32	9	35	18
8 (very good)	24	44	24	22	32	24	40	30	39	36
7 (good)	34	52	24	28	21	31	20	57	15	41
6 (almost good)	25	4	16	32	17	12	-	-	-	-
5 (satisfactory)	2	-	20	6	3	-	-	-	-	-
<i>Full-time studies, points</i>	<i>7.2</i>	<i>7.4</i>	<i>7.2</i>	<i>7.1</i>	<i>7.5</i>	<i>7.8</i>	<i>8.3</i>	<i>7.6</i>	<i>8.5</i>	<i>7.8</i>
<i>Part-time studies, points</i>	<i>7.7</i>	<i>7.3</i>	<i>6.6</i>	<i>6.3</i>	<i>8.2</i>	<i>8</i>	<i>8.5</i>	<i>7.8</i>	<i>7.0</i>	<i>8.3</i>

Evaluation, average, points	7.5	7.4	7.0	6.7	7.9	7.9	8.4	7.7	7.7	8.1
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The points show that every study year there are students whose bachelor's theses are evaluated as excellent or outstanding, while there are only a few that are evaluated as almost good. Most bachelor's theses are evaluated as good or very good. A positive trend is that in the last few study years there are no students whose bachelor's theses have been average. The increase in the quality of bachelor's thesis content is related to the inclusion of the study course "Research in Hospitality" (3 ECTS) in the study plan of the 2019/2020 study year, where one of the tasks is related to the development and validation of the bachelor's thesis research methodology.

In compliance with the requirements of the LBTU Regulations "LBTU Academic Integrity Regulations" (14.06.2023) and the LBTU Rector's Order "On Violations of Academic Integrity in Final Theses / Doctoral Theses" (28.11.2022), the final theses are checked in the unified inter-university computerised plagiarism control system after their official submission. Bachelor's theses developed in the study programme are original and free of plagiarism, except for 1 bachelor's thesis in the 2022/2023 study year, which exceeded 10% textual overlap with another final thesis. In accordance with the established procedure, the bachelor's degree candidate has been ex-matriculated.

The topics of the final theses of the students in the study programme "Restaurant and Hotel Management" are closely related to the current events in the field of tourism and hospitality. The topic of the bachelor's thesis is chosen independently by the student based on his/her professional experience and interests, or he/she chooses the topic offered by one of the partners. The topics of the bachelor's theses are related to the content and specificity of the study programme. The topics of the bachelor's theses can be divided into four groups:

1. Food service, its quality, including LEAN approach to service evaluation, improvement of self-control systems, menu analysis, economic circulation, including waste management, sensory marketing, work environment risks and their evaluation, optimisation of guest service and production processes, environmental accessibility studies, implementation of customer loyalty programmes, sustainable management, human resources management, for instance:

- LEAN management for the rationalization of the service process of restaurant "X" (2023)
- Optimisation of the production process in the cafe "A.R.D. Mēnesteņš" (2023)
- Assessment of food waste in the catering service of Pauls Stradins Clinical University Hospital (2023)
- Research of ergonomic risks in the restaurant "32.augusts" (2022)
- Vegetarian offer in restaurants (2021)
- Management of food waste at restaurants (2020)
- Improvement of the principles of allergen management in the restaurant establishments (2019)

2. Guest accommodation service, its quality, including LEAN approach to service evaluation, cultural impact, sensory marketing, sustainable management, green course, human resource management, for instance:

- Attracting tourists in the Boutique Hotel Roze during the off-season (2023)
- Possibilities of implementing the "Green Certificate" in the guest house "Iecupes" (2023)
- Evaluation of the sustainable operation of the camping "Miera Osta". (2023)
- Culture's impact on the apartments selection (2022)
- Virtual reality tools in hotel operations (2021)
- Influence of psycho-emotional risk factors on service quality in enterprise "X" (2020)
- LEAN Approach in conferences and events operations (2020)

- Analysis of psychosocial work environment in hotel “Zemgale” (2019)
- Improvement of employee motivation system at “Olympic Casino Latvia”(2018)

3. Economics – financial analysis of company operations, research on company competitiveness, company development strategies, research on the hospitality business environment, digital marketing, start-ups, for instance:

- Evaluation of the competitiveness of the catering service in Talsi (2023)
- New catering business establishment in Ogre city (2023)
- Improving social media marketing in company “Mans alus” (2023)
- The impact of social networks on product promotion in the confectionery company “X” (2022)
- Crisis management of Latvian restaurants during the Covid19 pandemic (2022)
- The assessment of the business environment in the catering service sector in Preiļi district (2022)
- Human resources in Liepāja city catering establishments (2021)
- Establishment of a guest accommodation enterprise in Sigulda (2020)
- Establishment of a new catering enterprise in Marupe (2019)

4. Tourism industry – development of new tourism products, changes in domestic and foreign tourism due to various factors, gastronomic tourism in Latvia, for instance:

- Evaluation of tourism offer in Rēzekne city and district (2023)
- Development of ecotourism offer in Vidzeme region (2023)
- Domestic tourism changes in Latvia during Covid – 19 (2022)
- The development of gastronomic tourism in the cluster of Gauja National Park (2022)
- Creation of recreational tourism enterprise in Ogre (2019)
- European structural Funds use intensity in the Latvian tourism sector (2018)

The final theses are submitted to competitions announced by various organisations in the field – Tourism Department of the Investment and Development Agency of Latvia, Latvian Restaurant Association. In 2023, a graduate of the study year 2022/2023 participated in the final thesis competition organised by the Latvian Restaurant Association with the topic “LEAN approach to rationalisation of the service process in restaurant ‘X’”, and won the 1st prize.

3.3. Resources and Provision of the Study Programme

3.3.1. Assessment of the compliance of the resources and provision (study provision, scientific support (if applicable), informative provision (including libraries), material and technical provision, and financial provision) with the conditions for the implementation of the study programme and the learning outcomes to be achieved by providing the respective examples.

The support of academic, administrative and general staff is sufficient to achieve the defined study outcomes. The implementation of the study programme is ensured by the dean of LPTF, the Methodological Commission of the LPTF Food Institute, the head of the study direction, the director of the study programme and 41 teaching staff members from various faculties of LBTU (the majority of them are teaching staff of the LBTU LPTF Hospitality Department and the LBTU Faculty

of Economics and Social Development). The methodological, informational and material-technical (including room equipment) provision is modern in order to ensure an effective, development-oriented study process.

Students have the opportunity to use the LBTU Information System, LBTU-assigned e-mail and e-studies to carry out independent work and to communicate with academic staff also electronically. All study courses of the study programme are created and available in the LBTU e-study system (*Moodle environment*). The e-learning environment is available here: <https://estudijas.lbtu.lv/>

For the preparation of independent course works and development of final theses, students have access to the LBTU Fundamental Library with a range of special literature and access to diverse databases <https://lbtufb.lbtu.lv/lv/>, wireless internet in the premises of the LBTU main administrative building (Jelgava Castle) and other buildings owned by LBTU.

The Electronic Catalogue of LBTU Fundamental Library contains information on more than 100 books related to the content of the study programme courses.

Students are offered a variety of options for searching for information:

- AGRIS database
- Subscribed databases, e-journals, e-books: CAB Abstracts, CABI Animal Health and Production Compendium, CABI Crop Protection Compendium, CABI Forestry Compendium, CRC Press e-books, EBSCO database, EBSCO eBook Academic Collection, newspaper library, Letonika, ScienceDirect journals, Scopus, Escival, Web of Science, Wiley Online
- Databases created by employees of the LBTU Fundamental Library: Electronic catalogue of the LBTU Fundamental Library, articles of LBTU journals and conferences, publications of LBTU lecturers and researchers, doctoral theses defended in LBTU, master's theses in LBTU
- Electronic catalogues of LBTU information centres and information offices
- Library collection (*in agriculture – 38%, in natural sciences – 10%, in **social sciences** – 24%, in technology – 19%, in other fields of science – 9%*)
- Internet resources (*encyclopaedia, dictionaries,)*
- Information searchers and portals (*CiteseerX Scientific Literature Digital Library and Search Engine, Elsevier, Springer LINK, etc.*)
- Access to databases outside LBTU network with EZproxy tool

An important condition for the implementation of the study process is the capacity and provision of laboratory premises. The study process takes place in almost all LBTU faculties – Faculty of Agriculture and Food Technology, Faculty of Economics and Social Development, Faculty of Forestry and Environmental Sciences, Faculty of Engineering and Information Technologies, where implementation of various study courses is ensured. All LBTU buildings have free internet access, technical provision necessary for lectures and practical classes and modern laboratories for laboratory work. The practical work and laboratory facilities available to students:

- **Jelgava Castle:**
- Food Technology Laboratory (Room Group 79)

In 2020, within the framework of the ERDF co-financed project “Modernisation of STEM study programmes” (No. 8.1.1.0/17/I/001), the laboratory and auxiliary premises were renovated and equipped with professional technological equipment. The laboratory is equipped taking into account the requirements of the production premises of food service companies. In the laboratory, students are implementing a number of laboratory work related to the following study courses: Technology of Food Preparation, Ethnic Cuisine, Desserts, Wine Culture, some topics of Production Management and Hygiene Management in Hospitality. Students gain professional experience in providing quality catering service by practicing in a professional work environment.

- Room 84, which is equipped for the successful implementation of the Guest Service Management study course, as well as the theoretical part of the optional study course Wine Culture;
- Food Biochemistry Laboratory (Room 268), where laboratory work related to the Food Biochemistry course is carried out, which provides students with an understanding of the structural changes of nutrients under the influence of various technological processes, which in turn is the basis for further studies in food technology;
- FEIT computer classroom (Room 31), where the study course “Business Data Statistical Analysis” takes place.
- **LPTF Food Institute / Study and Research Centre (Rīgas iela 22a):**
- The computer classroom (Room 235) has 20 workstations. The computer classroom is equipped with the *R-keeper* computer system (restaurant (catering) work automation system). The computer classroom is used for practical classes of several study courses, which are regularly implemented using computers – Introduction to Research, Information Technology in Hospitality, Hygiene Management in Hospitality, Nutrition, Hotel Services Management, Production Management, Guest Service Management, Hospitality Business Management, Logistics in Hospitality, Research in Hospitality.
- Pilot plants for animal products (milk, meat and fish) (Rooms 131/133), where laboratory work is carried out in the Food Production course, so that students can learn about food products as the basis for quality raw materials for the further implementation of catering services in hospitality companies
- Pilot plants for herbal products (berries, vegetables, fruits, cereals) (Rooms 115/128 – bakery), where students implement the course “Food Production”
- Sensor evaluation laboratory for food products (10 individual workplaces equipped with a FIZZ portable (BIOSYSTEMES, France) system, which is an interactive system for performing sensor tests and collecting and interpreting the obtained data) (Room 217). In this laboratory, students learn about the sensor method within the framework of the “Food Production” course.
- Microbiology laboratory (10 individual workplaces equipped with microscopes, colony counter, incubators, etc.) (Room 228), where students implement the Microbiology part of the study course “Hygiene Management in Hospitality”

Students have the opportunity to live in reconstructed LBTU dormitories. Students are provided with free sports classes at the LBTU Sports Centre to help young people lead a healthy and active lifestyle. Foreign students and lecturers have the opportunity to live in LBTU dormitories and use other services, including computer classes, LBTU Fundamental Library, LBTU Sports Centre, etc. Different LBTU resources are equally available to those studying in the Latvian language stream and to those studying in the English language stream.

The resources available to students in the "Restaurant and Hotel Management" study programme are sufficient, as they are fully able to ensure the achievement of the study programme goal. LBTU's human resources, material and technological resources are diverse, high-quality in content and easily accessible to every student.

3.3.2. Assessment of the study provision and scientific base support, including the resources provided within the framework of cooperation with other science institutes and higher education institutions (applicable to doctoral study programmes) (if applicable).

3.3.3. Indicate data on the available funding for the corresponding study programme, its funding sources and their use for the development of the study programme. Provide information on the costs per one student within this study programme, indicating the items included in the cost calculation and the percentage distribution of funding between the specified items. The minimum number of students in the study programme in order to ensure the profitability of the study programme (indicating separately the information on each language, type and form of the study programme implementation).

The sources of funding for the study programme "Restaurant and Hotel Management"

- LR state budget funds intended for the implementation of the study programme by financing a certain number of study places;
- funds paid by natural persons for studies;
- funds from scientific research work (part of these funds are earmarked for the renewal of the material and technical base, the purchase of technological equipment, computer hardware, etc.)
- ERDF financing for the repair of laboratory premises, materials for the improvement of the technical base.

Every year, the LBTU Senate approves the distribution of revenues and expenses of the LBTU budget and financial plan, which is prepared in accordance with the law "On the State Budget" adopted annually by the Saeima and the annual order of the LBTU Rector "On LBTU joint budget planning"(internal document). From 2023, after the LBTU budget and financial plan distribution of revenues and expenses are approved in the Senate, it is further forwarded to consideration and approval by the LBTU Council. The control and audit of the joint budget is carried out by an independent sworn auditor, whose opinion and review report has been considered and approved by the Senate, and from 2023, after consideration in the Senate, it is forwarded for consideration and approval by the LBTU Council.

Before the budget and financial plan of LBTU is approved in the Senate, it is reviewed, discussed and approved by the Working Group on resource utilization and development, which consists of the rector, vice-rectors, deans of all faculties, head of the resource accounting centre / chief accountant, head of the financial planning centre, chief economists, chief specialists in real estate and legal issues.

The distribution of revenues and expenses approved by the LBTU Senate determines that 80 % of the funding allocated by the state consists of compensation costs and 20% of other costs. Of the paid study funding, 60 % consists of compensation costs and 40 % of other costs, of which 20 % is directly at the disposal of the faculty that implements the relevant study program. The amount of science base funding is annually calculated and allocated from active scientific activity. 50% of the science base funding is at the direct disposal of the faculty and 50 % is for covering centralized costs. Science funding consists of funding tied to the implementation of projects.

The distribution of total LBTU budget and financial plan consists of estimates of structural units/faculties, where costs are foreseen by type of expenses.

In 2023, the proportion of costs for the "Restaurant and hotel management" study program consists of:

- Salary – 74 %

- Scholarships – 7 %
- Goods and services – 18 % incl. utilities – 6 %
- Capital formation – 1 %

The tripartite agreement on financing for 2023 stipulates that the basic cost of one study place is 1630.11 EUR, the study level coefficient for bachelor's programs is 1.0 or more, and the social security of the study place for bachelor's programs is 265.50 EUR (see Table).

According to the regulations of the Cabinet of Ministers no. 994 "Procedure in which universities and colleges are financed from the state budget" (12.12.2006), the optimal value of the study cost coefficient of the thematic field of education in the position "Individual services" is 1.8, while the minimum value is 1.1.

Fees for the first cycle of professional higher education bachelor study programme "Restaurant and Hotel Management" for those studying in Latvian in the 2023 / 2024 study year are determined:

- Tuition fee for full-time studies – 1700 EUR per year;
- Tuition fee for part-time studies – 1300 EUR per year.

In the 2025 / 2026 study year, it is planned to start the study programme in English, where the tuition fee is planned to be similar to other programmes in English in the direction of social sciences at LBTU. The tuition fee at LBTU is determined by the LBTU council, where on 10.11.2023 the decision No. 39 "On tuition fees for programs that will be implemented in English in the 2024 / 2025 academic year" (internal document) for students studying in the basic studies programme of social sciences "Economics" the annual tuition fee is set at 2500.00 EUR.

See the Table 3.5 for changes in the basic financing costs of one study place during the reporting period.

Table 3.5

Changes in the cost of basic financing for one study place, EUR (2013 - 2023)

Year	The basic cost of one study place, EUR	Social security of one study place, EUR	Study cost coefficient of the thematic field of education *	Cost per student, EUR
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2013	1333.11	164.34	1.1	1392.16
2014				
2015				1402.89
2016				1402.82
2017	1393.33			1696.88
2018	1458.51			1768.02
2019	1518.98			1834.80
2020	1518.98			1834.92
2021	1630.11			1957.46
2022	1630.11	265.50	1.12	2098.02
2023	1630.11		1.13	2108.47

* determined in the regulations of the Cabinet of Ministers "Procedure in which universities and colleges are financed from the state budget"

Comparing the state funding by year in the reporting period, it can be noted that in recent years, the social security of one study place and the coefficient of the study cost of the thematic field of education have changed, which together affected a slight increase in costs per student.

On October 1, 2023, 110 students studied in the bachelor study program "Restaurant and hotel management" ("Catering and hotel management"), 92 of them in state budget places and 18 in paid studies.

The calculation of the required number of students in the professional bachelor's study program to ensure the profitability of the study process is as follows:

- The required total amount of academic work in hours per study year is planned to be 5796.59 h (lectures, practical/laboratory work, seminars, correction of study work, exams, tests, etc.)
- The required number of workloads for the implementation of study work during the study year - by the decision of LBTU Senate, the following number of hours of academic work per year is determined for one workload:
 - professor – 900 h
 - associate professor – 920 h
 - assistant professor – 940 h
 - lecturer / assistant / non-elected lecturer – 960 h

Teaching staff of various positions work in the study program, but for the calculation of the required number of workloads, the average hours of an assistant professor are taken: 5796.59 h (academic work) / 940 h (determined hours for 1 workload) = 6.17 workload

- Necessary funding for teaching staff salary for one study year – 1124 EUR (Cabinet of Ministers regulations No. 445) * 6.17 workload * 12 (months) * 1.2359 EUR (social tax) = 102,852.78 EUR
- The required number of students to cover the costs of the study program - the number of students that make up 15 groups, must be 75. The minimum number of students that make up one group must be - 6 (this will cover the necessary costs for both the teaching staff's salary and the others).

During the reporting period, there have been situations when, for various reasons, the number of part-time students in the group has been below 6 students. In such cases, the study process was ensured according to what it was planned for, without making any corrections either in terms of study groups or in the substantive execution of the studies.

3.4. Teaching Staff

3.4.1. Assessment of the compliance of the qualification of the teaching staff members (academic staff members, visiting professors, visiting associate professors, visiting docents, visiting lecturers, and visiting assistants) involved in the implementation of the study programme with the conditions for the implementation of the study programme and the provisions set out in the respective regulatory enactments. Provide information on how the qualification of the teaching staff members contributes to the achievement of the learning outcomes.

The qualifications of the teaching staff involved in the first cycle professional higher education bachelor study program "Restaurant and Hotel Management" are in accordance with the Law on Higher Education Institutions of the Republic of Latvia and the LBTU Regulations on Academic Positions. Normative acts stipulate that the scientific and pedagogical qualifications of professors and associate professors are assessed once every six years by the Council of Professors of the branch, while the scientific and pedagogical qualifications of assistant professors, lecturers, assistants and researchers are assessed by the Council of the faculty or institute. Therefore, it shows that all teaching staff involved in the implementation of study courses have appropriate qualifications and are able to ensure a high-quality study process. In the 2023 / 2024 study year, the study process in the study programme is implemented by 41 teaching staff, of which 24 teaching staff have a doctorate degree and 27 teaching staff have a high (B2, C1, C2) level of English (of which 17 teaching staff have a doctorate degree). In the 2025 / 2026 study year, it is planned to start implementing the study programme in English. The knowledge of the English language of the majority of the teaching staff confirms that the study programme can be implemented in English, because in cases where the teaching staff implements the study course in English as an additional course, it will not cause complications, since its content is related to the study course implemented in Latvian. The rest of the teaching staff is working on improving their English language skills.

LBTU has established an Academic Staff Motivation System (LBTU Study Council Decision No. 2.4.-13/8 (29.11.2017)), which evaluates the professional development of each teaching staff once a year. Teaching staff of the study program participate in Open Mind courses of Latvia University (LU), courses organized by Institute of Occupational Safety and Environmental Health of Rīga

Stradiņš University (RSU), seminars organized by the Association of Latvian Hotels and Restaurants, seminars of the Confederation of Latvian Employers.

Teaching staff involved in the implementation of the study process once every six years has to complete the professional development program "Innovations in university didactics" (160 h) intended for university teaching staff. The topic of the professional development program is related to the latest trends in learning study courses and presentation tools, psychology, how to work with large and small groups of students or foreign students, current events in the e-study environment. Therefore, any teaching staff involved in the improvement program can gain knowledge that can be used in their study course.

Every year, teaching staff improve their qualification by participating in the Academic Conference organized by LBTU, where topical topics related to the study process are discussed – Challenges in the study process (2023), Study quality - how I understand it and how I manage to achieve it (2022), Study Quality: Experience and Improvement (in English) (2021), LLU on the way to evaluation and accreditation of study directions (2020), Study quality: experience, development opportunities (2019), On the road to study directions / program accreditation (2018) and others.

In the last years of the review period, special attention was paid to improving the English language of teaching staff involved in the study process. The English language improvement of LBTU teaching staff was carried out within the framework of project No. 8.2.2.0/18/A/014 "Perfection of Academic Staff of LLU ", the total amount of hours for each teaching staff - 152 hours. It is a significant contribution to raising the qualification of teaching staff, which helps to achieve the results of study courses, because the latest information about the tourism industry and related knowledge is available in English. The teaching staff of the "Restaurant and hotel management" study program used the opportunity to improve their qualifications within the project, which was useful for giving lectures to foreign students within the ERASMUS+ program both at LBTU and on mobility at foreign universities, as well as to work with the students of the study programme in English.

Various information technologies are increasingly entering the everyday life of both teaching staff and students. It was especially relevant in the spring of 2020, when the Covid-19 pandemic prevented the implementation of face-to-face classes. The teaching staff was able to quickly adapt to the existing situation, and creatively, using the LBTU e-study environment, successfully ensured the study process.

Teaching staff of the "Restaurant and hotel management" study program have supplemented their knowledge in Zemgale Region Competence Development Centre (ZRKAC) courses - MS Cloud services for data storage and sharing, Dynamic and active presentation (PowerPoint direct options and additional plugins) and Online tools for creating and communicating interactive presentations, and for creating surveys online. The teaching staff uses the knowledge gained in the courses for more interactive communication (lectures, practical tasks, tests or surveys) in study courses with students. As part of the ESF project Digitization initiative for the improvement of study quality in the areas of strategic specialization of universities (ES34), several teaching staff learned the possible solutions of artificial intelligence and their application in the study process, as a result of which the artificial intelligence tool will be used in the implementation of the study course "Hygiene management in hospitality".

Since this study program is a professional study program, it is important not to lose contact with the professional environment. ESF project no. 8.2.2.0/18/A/014 "Perfection of Academic Staff of LLU " teaching staff were provided with the opportunity of internships in various companies (Confectionery studio "Tarte", joint stock company "Latvijas piens", etc.), improving their professional knowledge to be used further in achieving the results of various study courses.

3.4.2. Analysis and assessment of the changes to the composition of the teaching staff over the reporting period and their impact on the study quality.

At the time of submitting the report, 41 teaching staff are working in the implementation of full-time and part-time studies of the first-cycle professional higher education study program "Restaurant and hotel management", of which 32 are elected as academic or scientific personnel, while 24 teaching staff have a Ph. D in one of the fields of science: engineering, pedagogy, economy, philosophy, agriculture.

The number of teaching staff involved in the reporting period is variable (see Table 3.4), but the ratio of the distribution of positions by year is similar - professor : associate professor : assistant professor : lecturer = 1:1:2:2.

Table 3.4

Distribution of teaching staff involved in the implementation of the study program "Restaurant and hotel management", number

Position	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021	2021/ 2022	2022/ 2023
Professor	7	7	8	8	8	8	6	6	7	4
Associate professor	10	8	8	5	7	7	8	8	8	8
Assistant professor	12	18	16	18	21	21	19	19	15	16
Lecturer	10	15	15	16	17	17	20	12	14	15
Assistent	-	-	-	-	-	-	1	1	-	-
Researcher	-	-	1	-	-	-	-	1	1	1
TOTAL	39	48	48	47	53	53	57	47	45	44

Fluctuations in the number of teaching staff are related to the fact that, in terms of full-time equivalent (PLE), less than 10% of the teaching staff work in the study program, because part of the teaching staff combines pedagogical work with scientific work, while part of the teaching staff works in the university in the order of combining work, where the main workload is related to work in industry companies or in a state institution. It is a positive aspect that professionals from the tourism industry are involved in the implementation of the study process, thus integrating their knowledge into the leading study courses. Another factor influencing the fluctuation of the number of teaching staff is the change of generations of teaching staff, rotation of staff (interrupts working relations with LBTU), election of teaching staff to a higher position and changes in the contents of the study plan, because excluding a study course from the study plan directly affects the number of teaching staff at the relevant time period.

Each elected representative of the academic or scientific activity personnel, in accordance with the

position, performs the corresponding work duties, which are given in the Law on Higher Education Institutions of the Republic of Latvia and the LBTU Constitution.

Starting from 2023, The personnel policy of the Latvian University of Life Sciences and Technologies (LBTU) has been approved by Decision No. 31 (08.09.2023) of the LBTU Council, which will be the basis for effective personnel management in the future.

3.4.3. Information on the number of the scientific publications of the academic staff members, involved in the implementation of doctoral study programme, as published during the reporting period by listing the most significant publications published in Scopus or WoS CC indexed journals. As for the social sciences, humanitarian sciences, and the science of art, the scientific publications published in ERIH+ indexed journals or peer-reviewed monographs may be additionally specified. Information on the teaching staff included in the database of experts of the Latvian Council of Science in the relevant field of science (total number, name of the lecturer, field of science in which the teaching staff has the status of an expert and expiration date of the Latvian Council of Science expert) (if applicable).

3.4.4. Information on the participation of the academic staff, involved in the implementation of the doctoral study programme, in scientific projects as project managers or prime contractors/ subproject managers/ leading researchers by specifying the name of the relevant project, as well as the source and the amount of the funding. Provide information on the reporting period (if applicable).

3.4.5. Assessment of the cooperation between the teaching staff members by specifying the mechanisms used to promote the cooperation and ensure the interrelation between the study programme and study courses/ modules. Specify also the proportion of the number of the students and the teaching staff within the study programme (at the moment of the submission of the Self-Assessment Report).

The mutual cooperation of the teaching staff involved in the implementation of the study program "Restaurant and Hotel management" can be assessed as generally good, especially among the teaching staff of professional specialization study courses. The teaching staff of the specialization of professional activities work together in the Hospitality Department of the LPTF of LBTU. The teaching staff has a unified direction regarding the goals and tasks of the study program. Teaching staff of the Hospitality Department are the supervisors of the bachelor theses, therefore annual meetings with the State Examination Commission provide valuable insights for future work. Successful horizontal cooperation takes place between the close connection of several study courses, including among teaching staff. One such connection between courses is directly related to food service, where the first step is the study courses "Food biochemistry" and "Hygiene

management in hospitality companies", continuation "Nutrition" and "Technology of Food Preparation" (3rd semester is a single independent work), then "Guest service management", then "Production management" and the conclusion - coursework "Technological Project of Catering Establishment" and professional practice "Restaurant and catering service". A similar relationship between study courses and teaching staff exists between guest accommodation services study courses.

Weaker cooperation on the horizontal level exists between teaching staff from the Faculty of Economics and Society Development of LBTU. These teaching staff implement theoretical study courses in the field of economics. During the reporting period, there is a pronounced turnover of the academic staff in the field of economics, so the teaching staff is not always able to understand the specific needs of the field of hospitality. Very good cooperation in study matters exists with teaching staff who teach foreign language, psychology, accounting and environment and civil protection.

Vertical level cooperation for the study program can be assessed as very good. The dean and vice-dean of LPTF are actively involved in solving study and non-study issues. Support is always provided by the vice-rector for Studies and the Study Centre.

In order to promote the mutual cooperation of the teaching staff involved in the study program and to get to know and understand the field of hospitality, a general meeting is held in the spring semester at the beginning of May (since the composition of the teaching staff for the next study year is known), in which tourism industry professionals also participate. At the meeting, the study program, its goals, tasks, achievable results and other relevant information are presented, while the industry presents its view on the competence required for managers, thereby creating a sense of responsibility and belonging to the study program in the teaching staff. At the end of the meeting, there is an excursion, where the teaching staff is shown the material-technical base used by the students of the study program. The event has already become annual.

At the time of submitting the review report, the ratio of students to teaching staff of the study program "Resaturant and Hotel Management" is 18.0 (at LBTU this ratio is 13.1). The ratio of students to teaching staff is relatively high. There are situations when the number of students in laboratory groups approaches the composition of practical groups. The management of LBTU has been verbally encouraged to look for a solution to prevent such a situation, because in the long term it can significantly affect the acquisition of students' practical skills.

Annexes

III - Description of the Study Programme - 3.1. Indicators Describing the Study Programme		
Sample of the diploma and its supplement to be issued for completing the study programme	Diploma_and_supplement_EN.pdf	Diploms_Pielikums_LV.pdf
For academic study programmes - Opinion of the Council of Higher Education in accordance with Section 55, Paragraph two of the Law on Higher Education Institutions (if applicable)		
Compliance of the joint study programme with the provisions of the Law on Higher Education Institutions (table) (if applicable)		
Statistics on the students in the reporting period	5_annex_students_statistic.pdf	5.pielikums_Statistika par studējošajiem.pdf
III - Description of the Study Programme - 3.2. The Content of Studies and Implementation Thereof		
Compliance with the study programme with the State Education Standard	Annex_6_Compliance_national_education_standard.pdf	6.pielikums_Atbilstiba standartam.pdf
Compliance of the qualification to be acquired upon completion of the study programme with the professional standard or the requirements for professional qualification (if applicable)	Annex_7_Compliance_standard_profession.pdf	7.pielikums_Atbilstiba_profesijas_standartam.pdf
Compliance of the study programme with the specific regulatory framework applicable to the relevant field (if applicable)		
Mapping of the study courses/ modules for the achievement of the learning outcomes of the study programme	Annex_8_Mapping_study_courses.xlsx	8.pielikums_Studiju_kursu_kartējums.xlsx
The curriculum of the study programme (for each type and form of the implementation of the study programme)	Annex_9_Study_plan.pdf	9.pielikums_Studiju_plāns.pdf
Descriptions of the study courses/ modules	Study_courses.zip	Studiju_kursi.zip
Description of the organisation of the internship of the students (if applicable)	Annex_internship_description.pdf	Prakses_organizācijas_apraksts.pdf
III - Description of the Study Programme - 3.4. Teaching Staff		
Confirmation that the academic staff of the doctoral study programme includes not less than five doctors, of which at least three are experts approved by the Latvian Council of Science in the branch or sub-branch of science in which the study programme intends to award a scientific degree (if applicable)		
Confirmation that the academic staff of the academic study programme complies with the requirements specified in Section 55, Paragraph one, Clause 3 of the Law on Higher Education Institutions (if applicable)		