

MANUAL FOR DISTANCE LEARNING STUDENTS

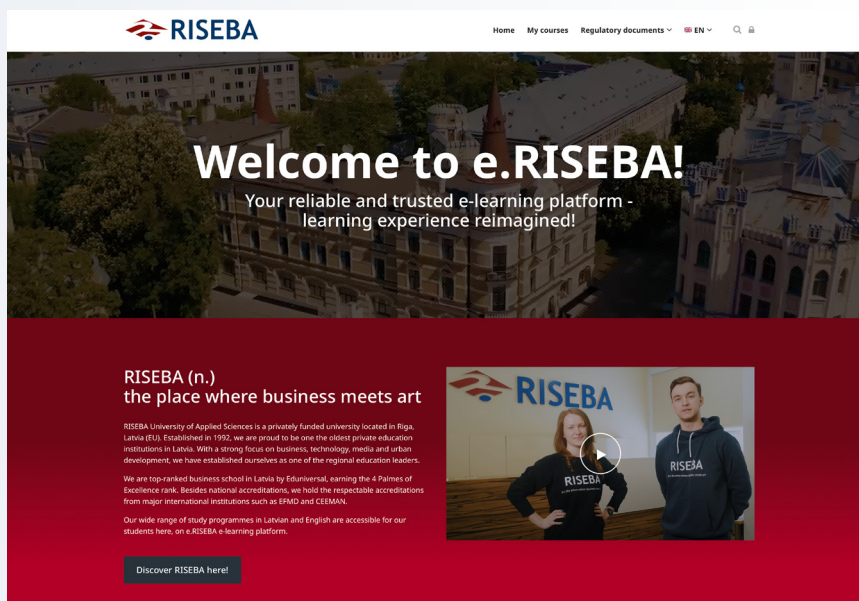


**Thank you for choosing RISEBA.
Welcome to our community!**

This handbook will help you understand our university's study process and successfully organise your studies. If you can't find an answer to your question here, ask us and we will help.

You have chosen the part-time distance learning format in the e-environment and all information related to your studies will be available in the following two systems:

ELECTRONIC LEARNING
ENVIRONMENT
e.riseba.lv



STUDENT ELECTRONIC
INFORMATION SYSTEM
my.riseba.lv

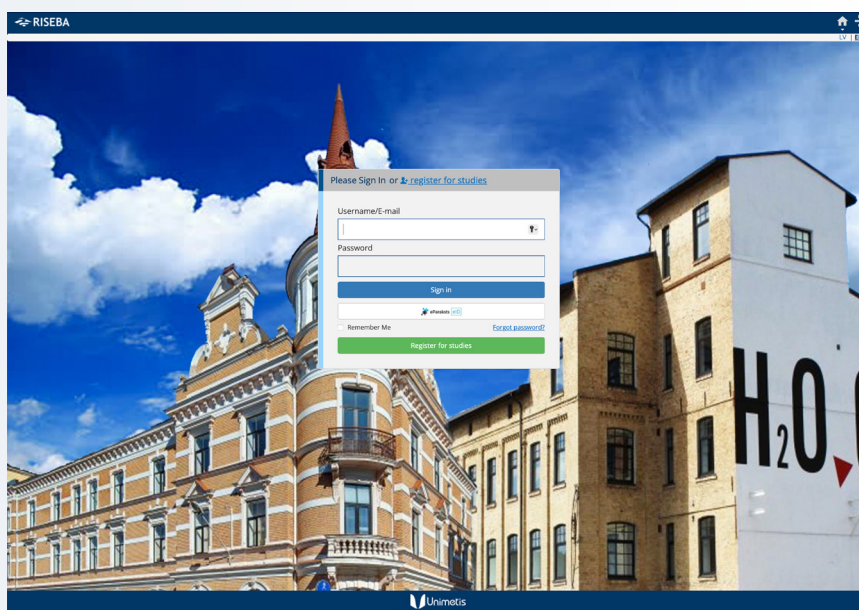


TABLE OF CONTENTS

Terms, definitions and acronyms	5
1. Communication with administrators, faculty or the programme director	9
1.1. Who are my contacts at RISEBA?	9
1.2. Do you have any questions about the contents of the study course or how to contact academic staff?	9
1.3. What questions may I address to academic staff?	10
1.4. What questions will my administrator help to resolve?	10
1.5. How quickly will the administrator respond to my email?	10
2. Practical aspects of distance learning	10
2.1. How does distance learning take place?	10
2.2. Does distance learning include lectures?	10
2.3. Where can I find my course list for the semester?	11
2.4. Do I need to visit the university in person to take tests or exams?	11
2.5. Will my education Reference say that it is a distance learning programme?	11
2.6. How will I receive my education Reference?	11
2.7. Can I change the formats and types of studies?	11
2.8. Can distance learning students attend lectures in person?	11
2.9. What should I know about participating in remote classes?	11
3. Miscellaneous	12
3.1. Where can I find more information about RISEBA?	12
3.2. How can I make suggestions or express an opinion about studies at RISEBA?	12
3.3. Do I have to complete the <i>Course Assessment Survey</i> ?	12
3.4. What is the Annual Student Survey?	12
3.5. When can I apply for and get my student ID?	12
3.6. Does RISEBA offer support to the students?	13
3.7. What additional paid services are provided by RISEBA in connection with the study process?	13
3.8. Are distance learning students eligible for discounts on public transport?	13
3.9. Is there parking available near RISEBA?	13
3.10. Does RISEBA offer to use Microsoft Office?	14
3.11. Does RISEBA offer support in finding a job or internship?	14
3.12. Are there any extra-curricular activities?	14
4. Working with RISEBA IT systems	15
4.1. How to use my.riseba.lv?	15
4.2. How to use e.riseba.lv?	15
4.3. Who can give advice on how to use the information systems provided by RISEBA?	16
4.4. Does e.riseba.lv have an app?	16

5. Internship, Course paper	17
5.1. Do I have to get an internship?	17
5.2. How can get internship?	17
5.3. What are the internship stages?	17
5.4. Does RISEBA offer internship positions?	17
5.5. What is the aim of <i>Course paper</i> ?	17
5.6. How do I choose a topic and supervisor for my <i>Course paper</i> ?	17
5.7. What do I do to get my <i>Course paper</i> assessment?	17
6. Final Theses (bachelor and master theses)	18
6.1. Can I choose a topic and scientific supervisor for my <i>Final Thesis</i> myself?	18
6.2. What are the <i>Final Thesis</i> preparation requirements?	18
6.3. Does my pre-defence have to be in person?	18
6.4. Under what circumstances are students allowed to defend their <i>Final Thesis</i> ?	18
6.5. Is remote defence of the <i>Final Thesis</i> possible?	18
7. Study test submission, assessment system, plagiarism	19
7.1. What do I do if I cannot take any test by the deadline?	19
7.2. Where can I see my study test deadlines?	19
7.3. What are conditions for advancing to next year?	19
7.4. What to do if I fail a mandatory test?	19
7.5. How to upload test or exam papers to e.riseba.lv?	20
7.6. How quickly will academic staff check my test or exam?	20
7.7. What if I am not satisfied with my assessment? Can I retake to improve?	20
7.8. What mark to I need to pass a study test?	20
7.9. Do I have to pass all tests within the course to qualify for the final assessment?	21
7.10. How are exams sat?	21
7.11. Are there any prerequisites to qualify for the exam?	21
7.12. Where can I see my assessments?	21
7.13. What is the knowledge assessment system at RISEBA?	21
8. Study leaves	22
8.1. How can I take a break from studying?	22
8.2. How can I retake my failed assessments during my break?	22
8.3. How can I return/end my study leave?	22
8.4. What is important when returning from a study leave?	22
8.5. How should I deal with any failed assessments or course differences after a study leave?	23
8.6. Can I extend my break from the university?	23
9. References, Order to retakes, Applications	23
9.1. How can I receive a proof of my student status?	23
9.2. How can I get a <i>Academic Records</i> with all my assessments?	23
9.3. How can I receive an <i>Order to retake</i> ?	23
9.4. What should I know about <i>Order to retake</i> ?	24
9.5. How can I submit <i>Applications</i> ?	24
9.6. Where can I find the <i>Applications</i> forms?	24

10. Finance	24
10.1. What if I cannot pay by the deadline?	24
10.2. What if the tuition fee is not paid by the deadline?	24
10.3. What is the deadline for my tuition fees?	25
10.4. How do I pay for the services?	25
10.5. Can I get a tuition fee discount?	25
10.6. Can I get a loan guaranteed by the government to cover my tuition fee?	25
11. RISEBA library resources	26
11.1. What does RISEBA library offer?	26
11.2. How can I register within RISEBA library?	26
11.3. How can I contact RISEBA Library?	26
11.4. What should I know before borrowing a book from RISEBA Library?	26
11.5. What does the Union Catalogue offer?	27
11.6. How can I get access to electronic databases?	27
11.7. What electronic databases are available?	27

TERMS, DEFINITIONS AND ACRONYMS

RISEBA	RISEBA University of Applied Sciences
academic record	a document signed by the RISEBA Rector or their authorised representative which includes the following information: the student's study programme title, completed study course title, academic staff, CPs and ECTS or academic hours, grade and its breakdown, and examination date
academic test	there two types of tests at RISEBA, i.e. mandatory and other tests.. • Mandatory tests must be taken: intermediate tests, exams • Other tests which your tutor may deem necessary to conduct and/or mark (e.g. minor tests, homework, seminar activities, self-test tests, etc.)
administrator	RISEBA Distance Learning Programme Administrator
annual student survey	an anonymous electronic survey conducted by RISEBA at the end of every study year. The purpose of the <i>Annual Student Survey</i> is to find out what students think of our study processes, availability of facilities and resources, work of the Student Council and other matters related to the studies and the academic environment. Survey completion period: 10 days
contact hour	direct interaction between the student and academic staff for one academic hour, which is 45 minutes, to achieve the study programme goals and perform assignments in accordance with the study programme plan
course assessment survey	an electronic survey, which is an important quality assessment tool, ensuring involvement of students and academic staff in course improvement. Participation in surveys is mandatory for all RISEBA students. They are anonymous and can be completed within 5 business days of receiving the link to the survey
course comparison report and the personal study plan	a document which compares other study programme courses completed by a student with their current programme courses listing courses where differences between courses and/or failed assessments (in specific cases) may occur and deadlines for sorting everything out. The Programme Director will draw up the document and acquaint the student with its content.
course description	a document which sets out the aim and expected results of a course, the content of the course required to achieve the expected course results, mandatory literature, additional literature and other sources of information, and outlines student's independent work organisation and tasks, study result assessment criteria and course assessment structure for the final assessment. See the course website on: e.rieseba.lv
course materials	materials prepared by academic staff for studying for the course
course paper	an independently performed research work (based on critical analysis of literature) within a course with the aim of exploring and solving a specific business problem using knowledge and skills acquired during the studies. In addition, learn how to apply research methods, including quantitative methods, in practice.

CP	a credit point (CP) is a unit of measurement of the amount of work required to achieve the results defined in the study programme or a portion thereof and the associated study load
defence of the final thesis	a part of final or state examination, a public presentation of the <i>Final Thesis</i> . Students must prepare their <i>Final Thesis</i> presentation and defence speech for the <i>Final Thesis</i> defence (with the approval of their scientific supervisor) and answer the questions of the SEC.
distance learning	a part-time education format where students study for their course independently using the learning materials developed by RISEBA and various technical and electronic means of communication
e.riseba.lv	electronic learning environment (platform) Moodle
ECTS	European Credit Transfer System (ECTS) created by the European Commission. It is a system based on study load and created to promote mobility, CP accumulation and transfer and international recognition of study periods abroad
ex-matriculated	taken off the student list (disenrolled)
failed assessments	the final assessment of the study course has either not been received or has been failed
final assessment	assessment of the student's work throughout the course. The share of each test in the final assessment is set out in the <i>Study Course Description</i>
final examination	academic programmes have a final examination and professional programmes have a state examination
final thesis	a Bachelor's or Master's thesis which must be prepared and defended as a condition for an award of a Bachelor's or Master's degree and/or qualification
financial arrears	the student's overdue payments during his or her studies under the study contract (tuition fees, accrued late payment interest) and for additional paid services (References, <i>Order to retakes</i> , etc.)
graduation examination	examination at the end of a Bachelor's or Master's study programme consisting of the preparation and public defence of a <i>Final Thesis</i>
higher academic education studies	provide an opportunity to acquire theoretical knowledge and research skills. Academic education studies end with final examinations which include preparation and defence of a Bachelor's or Master's thesis. After successfully completing our academic study programme, students attain an academic Bachelor's or Master's degree.
higher professional education studies	provide an opportunity to prepare for theoretical and professional activities. Higher professional education studies end with state examinations. Students will be awarded a professional Bachelor's or professional Master's degree and the relevant professional qualification. The professional study programmes have a more practical focus and once completed confer a professional qualification

IL	interlibrary loan (IL) is a form of cooperation between libraries whereby a library can borrow prints or other documents or copies from another library or lend its prints or other documents or copies to another library to satisfy requests from library users.
ILL	international interlibrary loan (ILL) is a form of international cooperation between libraries whereby a library can borrow prints or other documents or copies from another library or lend its prints or other documents or copies to another library to requests from library users.
internship	internship is a part of the study programme and is mandatory for the higher professional education studies. Independent work assignments and methods of execution control are determined by the study internship programmes
ISIC	International Student Identity Card (ISIC) is the only internationally recognised part-time or full-time student ID card. It is proof of a student's status worldwide and offers discounts on goods and services in Latvia and across the globe
IT	information technologies (IT)
matriculation	enrolling a person on the university's student roll (matricula)
my.riseba.lv	student online information system (platform)
online classes	a portion of the study process to provide the opportunity to attain the results planned in the study process: individual or group work, e.g., seminars, lectures, consultations, defence presentations, etc. taking place online on Zoom or another platform
order to retake	a personal marking protocol requested in my.riseba.lv system which allows students to take a study test outside the approved course plan
place of internship	a company or organisation in Latvia or abroad where internship takes place
pre-defence	the <i>Final Thesis</i> preparation stage – public defence of the <i>Final Thesis</i> during its preparation presenting the aim, tasks, research methods used and the expected or already existing results of the research. The purpose of the pre-defence is to help the student prepare the <i>Final Thesis</i> by giving comments and/or suggestions for improvement thereof when preparing the student's <i>Final Thesis</i> for public defence. The plagiarism check is also performed at this stage. The <i>Final Thesis</i> must at least 70% complete. Pre-defence is mandatory for all RISEBA students. Study programmes may have their own defined pre defence aims.
regulatory documents	a set of documents defining RISEBA study processes. They are available at: e.riseba.lv/Regulatory Documents
scientific supervisor	a <i>Course paper</i> or <i>Thesis</i> Supervisor will help you choose a topic, methods and structure of your <i>Course paper</i> or thesis paper, review the content of your paper and point out any errors, shortcomings, necessary changes and additions, and will review and sign your completed paper

SEC	the State Examination Commission (SEC) consisting of a chairperson or deputy chairperson, four members and a secretary. The SEC includes RISEBA academic staff, employer representatives and industry professionals who are competent to assess the Final Thesis and award the appropriate degree and/or qualification
state examination	final examination in a professional Bachelor's or Master's study programme consisting of the preparation and public defence of a <i>Final Thesis</i> .
study contract	a contract for attaining education signed between the student and RISEBA
study course	a study programme component with the level and scope in accordance with the study programme and defined study results. Credits are awarded upon successful completion of the course
study forms	higher education programmes may have full-time or part-time studies and the following forms: • full-time where students study visiting the university, including distance learning, in accordance with the selected study programme; • part-time where students study part of the programme content independently; • distance learning where student study programme content independently
study guide	guidelines which have been put together by academic staff for successful completion of the course and are available on the course website on e.riseba.lv
study leave	official release of a student from active studies preserving their university student status. Breaks are granted based on the students' requests. At the time of request, all financial obligations must be settled in accordance with the study contract. Failed assessments and course differences may be taken care of during a break.
study level	RISEBA offers bachelor, master and doctoral degree studies
study paper	<i>Course paper</i> , Bachelor's or Master's thesis
types of studies	• part-time studies with less than 60 credit points in an study year • full-time studies with 60 credit points in an study year
Union Catalogue	the Electronic Union Catalogue of Latvian libraries of national importance is an electronic catalogue of Latvian libraries containing the existing information resources of the libraries, i.e. books, periodicals, images, audio and video recordings, as well as electronic resources

1. 1. COMMUNICATION WITH ADMINISTRATORS, FACULTY OR THE PROGRAMME DIRECTOR

1.1. Who are my contacts at RISEBA?

Distance learning programme administrator (the administrator) handles matters related to the study process. Email to distance@riseba.lv. If you have any questions, please contact your administrator first. If you have any urgent questions, please call your administrator at: +371 29328613 or + 371 25619521.

Programme Director monitors the content of the study programme, creates the study plan/programme content and advises on the distance learning process (for contact details, visit the [RISEBA website](#)).

The IT Department is responsible for the operation of RISEBA internal and external (Internet) computer systems and networks. Please contact tech@riseba.lv, if you have any technical questions about email or access rights to RISEBA IT systems: e.riseba.lv, my.riseba.lv. If you have an urgent question, please call +371 25 620 595.

The Head of Quality Assurance reviews any suggestions and complaints related to the RISEBA study process. Contact info is available [here](#).

Accounting processes tuition fees. If you have any questions regarding any payments in connection with your studies, write to: payments@riseba.lv.

Library (bibl@riseba.lv) will answer any questions related to the library (registration, use of library services, use of catalogues, etc.).

The Customer Service Centre provides practical assistance in connection with the services provided by RISEBA. Contact it by phone or electronically using the latest communication tools (Zoom, WhatsApp, MS Outlook, etc.) + 371 26465351 riseba@riseba.lv.

All contact can be found in the Contacts section of the [RISEBA website](#).

1.2. Do you have any questions about the contents of the study course or how to contact academic staff?

Contact academic staff:

■ on the course website on e.riseba.lv.

 using the Forums tool available in the general information section of the specific course's website. You will receive a copy of each message to your email, but please note that the message will be received by both academic staff and fellow students.

 using messenger in the top left corner of e.riseba.lv spreadsheet find the academic staff member you need and send them a message in the e.riseba.lv environment. A copy of the message will also be sent to the academic staff member's email.

■ via email. You will find the email addresses in the course website on e.riseba.lv. By prior agreement, a member of academic staff may schedule a consultation time (in person or online).

1.3. What questions may I address to academic staff?

- If you have any questions related to the content of the course, course materials, test assignments or exam tasks
- if you do not understand any topic and need advice
- if you cannot upload or complete the course tests on e.riseba.lv, because you have missed the test submission deadline/test date

1.4. What questions will my administrator help to resolve?

The administrator is responsible for any matters related to the administration of the study process (any matters other than the course content):

- questions about study processes
- if you have problems or proposals
- if you want to change anything in your study process
- if you need any advice or assistance

To contact your administrator, email distance@riseba.lv.

1.5. How quickly will the administrator respond to my email?

Emails are reviewed on a first come, first served basis and usually administrators respond within two business days.

If you have any urgent questions, please call +371 29 328 613; +371 25 619 521

2. PRACTICAL ASPECTS OF DISTANCE LEARNING

2.1. How does distance learning take place?

Distance learning is a form of education through part-time studies, which allows anyone to study where, how and when they like. The main difference between distance and in person learning is that students study learning materials outside the university and do not need to see academic staff members in person. Distance learning mainly takes place with the help of information technologies. Study materials and information on the study process are available in electronic format in the university's electronic study and information systems e.riseba.lv and my.riseba.lv. To access the study materials and the information on the study process you will need an Internet connection, and a password and username provided by RISEBA. Save your study materials because they will no longer be available once you have completed the course. For more information, see: [On the RISEBA website](#)

More information on distance learning programmes can be found here:

- Academic Bachelor's study programme [Business Psychology](#)
- Professional Bachelor's study programme [Business Management](#)
- Professional Master's study programme [Strategic Business Management](#)
- Professional Master's study programme [Business Management](#)

2.2. Does distance learning include lectures?

Distance learning does not include lectures, but academic staff will organise seminars, webinars, discussions or other remote activities (Zoom) as part of the course to ensure 1 CP per 1 academic contact hour.

2.3. Where can I find my course list for the semester?

The list of courses/programme is available on:

- my.riseba.lv
- e.riseba.lv where you can see the courses to which you have access during the semester in question. You should be able to access the course on the list on my.riseba.lv
- you will also find it on the **RISEBA website** in the respective study programme section.

2.4. Do I need to visit the university in person to take tests or exams?

e.riseba.lv. In the course description, each member of academic staff will explain how tests and exams take place. Please read the Study Guide and the Course Description. The documents for each course are available on each study course page on e.riseba.lv.

2.5. Will my education Diploma say that it is a distance learning programme?

No. However, your Diploma Supplement will mention that it is a part-time study.

2.6. How will I receive my education Diploma?

RISEBA invites all students, including distance learning students, to the graduation ceremony in person where degrees are conferred at degree ceremonies. If you cannot participate in a graduation, you can also receive your degree. Diploma upon prior arrangement with the administrator:

- in person at RISEBA, at any convenient time, presenting an identity document
- remotely via a courier service submitting an appropriate **Application** to distance@riseba.lv. We charge a fee for this service (in accordance with the **Additional Paid Services**).

For more information, see **PR049 Procedure for Issuing State-Recognised Higher Education Documents and their Duplicates**.

2.7. Can I change the formats and types of studies?

You can change it if your study programme offers other study formats. To do this:

- fill in the Application form for transfer to another study type (the Application forms are available on e.riseba.lv)
- contact your administrator at distance@riseba.lv;
- you will be informed of the decision once it has been approved by the Programme Director.

2.8. Can distance learning students attend lectures in person?

If you are struggling with the course, you can attend 50% lectures in person with the full-time or part-time study programme students. You can only attend lectures read by the distance learning lecturers. Contact your administrator to find out your options.

2.9. What should I know about participating in remote classes?

Participating in remote classes:

- your camera must be switched on
- your microphone should be muted unless you are invited to speak
- if you wish to speak and/or share information, raise your hand or use the raise hand feature and wait for the invitation.

3. MISCELLANEOUS

3.1. Where can I find more information about RISEBA?

For more information about RISEBA, its governance, symbols, mission, vision and values, visit www.riseba.lv.

Follow RISEBA on social networks where we post our latest updates:

■ Facebook	RISEBA.LV
■ Facebook International	RISEBA International
■ Instagram	@risebauniversity
■ Instagram International	@riseba_international
■ LinkedIn	RISEBA_University
■ Youtube	@risebaweb
■ Twitter	@RISEBA_LV

3.2. How can I make suggestions or express an opinion about studies at RISEBA?

- By completing surveys on my.riseba.lv:
 - *Course Assessment Survey*
 - *Annual Student Survey*
 - etc. as necessary
- Submitting a complaint or proposal to any RISEBA employee or straight to RISEBA Head of Quality Assurance in accordance with [PR0008 Procedure for Examination of Complaints and Proposals](#):
 - informal complaint – informing a RISEBA employee about it orally or in writing, a quick and mutually acceptable solution is proposed (reviewed within 5 days)
 - formal complaint – if the complaint has not been resolved informally, is complex or requires further investigation, inform the Head of Quality Assurance in writing (preferably using the [Complaints/Proposal Form](#)) created by RISEBA. Complaint resolution plan will be drawn up as soon as possible (reviewed within 30 days)
 - proposal – putting the essence of your suggestion orally or in writing to any RISEBA employee

3.3. Do I have to complete the Course Assessment Survey?

Yes, students must complete the survey because it provides feedback on the content and quality of the courses.

Please remember that the surveys are anonymous and our academic staff will only see a summarised version and students' suggestions.

3.4. What is the Annual Student Survey?

Every May, our students complete the *Annual Student Survey* on my.riseba.lv platform. The results of the survey provide feedback about the study process obligation, available facilities and resources, Student Council activities and other matters related to studying at RISEBA.

3.5. When can I apply for and get my student ID?

- **RISEBA ISIC** will be issued to you at the University at the beginning of the study year. The Enrolment Reference is not required and your photo submitted to the Admissions Committee will be used to issue the Card. The card is free for our first year students and other students pay a fee for it. For more details, see the [ISIC Latvia website](#).

3.6. Does RISEBA offer support to the students?

- **ISIC digital card** – ISIC app is the quickest and easiest way to present your ISIC card and it will help you discover the best deals. Download the ISIC app. The ISIC app is free and available for both iOS and Android devices. For more detailed information and to apply for the card, visit the [ISIC website](#).
Pieteikumam nepieciešamības gadījumā var tikt prasīts studējošā statusu apliecinošs dokuments, personu apliecinošs dokuments un fotogrāfija.
- **Swedbank ISIC card** combines the internationally recognised student ID card and a Swedbank payment card. You can apply for the card at all Swedbank Latvia branches or [online](#). Do not forget to bring your valid passport or ID card issued in Latvia. For more details and fees, see [here](#).

RISEBA offers its students free of charge:

- psychological support
- supervisor consultation
- career consultant support
- RISEBA Alumni Mentor support
- support in struggling with the studies

More details on our [website](#).

3.7. What additional paid services are provided by RISEBA in connection with the study process?

Distance learning students are eligible for public transport discounts if a service provider offers any such discounts. To apply for a discount:

- in the [Additional paid services](#) section on RISEBA website
- in the [Important Information](#) section on [my.riseba.lv](#)

3.8. Are distance learning students eligible for discounts on public transport?

Distance learning students are eligible for public transport discounts if a service provider offers any such discounts. To apply for a discount:

- request a Reference on [my.riseba.lv](#) to prove your RISEBA student status
- inquire with the public transport service provider what to do next.

All RISEBA students are eligible for discounts on [Rīgas Satiksme](#) services.

3.9. Is there parking available near RISEBA?

- There is a 24/7 Mobilly paid car park in the RISEBA courtyard at 1/3 Meza Street.

To park the car:

- drive to the car park entrance
- the barrier will open automatically and a camera will capture your number plate
- park your car
- the parking timer will start automatically via Mobilly Automatic
- when you leave the car park, the camera will capture your number plate and the payment will stop automatically.

For more information, visit [Mobilly homepage](#).

- You can also park your car free of charge on the nearby streets in accordance with the [Road Traffic Regulations](#).

3.10. Does RISEBA offer to use Microsoft Office?

During their studies, RISEBA offers its students free access to Microsoft Office 365 which can be used on 5 devices simultaneously (including smartphones, tablets, etc.).

Microsoft Office includes modern email, 100 GB storage space where you can store and edit your Microsoft Office documents and the latest Microsoft Office application software which you can install on your computer (Word, Excel, PowerPoint, Outlook, OneNote).

To learn how to connect to the Microsoft Office 365 service, see [here](#).

If you have any questions, please contact our IT Department by phone +371 25 620 595 or email tech@riseba.lv

3.11. Does RISEBA offer support in finding a job or internship?

■ If you can come in person, we recommend visiting RISEBA Career Days which RISEBA organises twice a year inviting businesses and professionals and experts in various fields. During our Career Days, students can meet with entrepreneurs and discuss their career development or internship options or to hear guest lecturers, attend masterclasses, seminars, etc. You can also attend some of the Career Days events remotely (Zoom).

■ During the study year, RISEBA Career Development Centre regularly sends its students updates on current job or internship positions and, together with entrepreneurs/business partners, arranges meetings with business representatives to discuss career development opportunities

■ Together with **EFMD Global Network** we offer our students the opportunity to create their career portal to learn more about international work and internship opportunities.

For more information, please contact RISEBA **Career Development and Alumni Centre**.

3.12. Are there any extra-curricular activities?

RISEBA invites you to join:

■ **Eco Council**: if you are interested in sustainability, conservation, climate change and natural world, apply to the **Head of RISEBA Eco Council**

■ **The Student Council** actively works to support and defend interests of the students and improve our study processes. It is an opportunity to represent all RISEBA students, actively participate in organisation of various events, make new friends and gain experience which will come useful in your professional life. To apply, fill in the questionnaire.

We invite all RISEBA students to participate in extra-curricular activities, such as charity or social events, parties and other get-togethers, so look for updates on our website and follow us on social networks.

4. WORKING WITH RISEBA IT SYSTEMS

4.1. How to use my.riseba.lv?

[my.riseba.lv](#) is an online information system (platform) for the students where they can access:

- list of contact hours, if any scheduled (short lectures, seminars, discussions, consultations)
- dates of mandatory tests
- mandatory examination assessments
- financial section (paid and unpaid invoices)
- contact details of their Study Programme Administrator
- quick user guides

or request:

- *Reference*
- *Order to retake*
- *An internship agreement*

NB! The layout of our online environment may change.

After signing the Study Contract and making the first payment, you will be matriculated and receive your user's name and password from our IT Department specialist tech@riseba.lv.

If your contact information changes, please inform your administrator.

Video tutorial on how to use my.riseba.lv is [here](#) and the manual is also available on [my.riseba.lv](#).

4.2. How to use e.riseba.lv?

[e.riseba.lv](#) is online learning environment (platform) Moodle where you will find your current semester course sites with:

- *Study course description*
- study course materials
- links to remote classes (times, dates)
- study test submission locations
- test sitting place (e.g., online tests)
- all test assessments and feedback
- test submission deadlines and calendar
- a forum where you contact the academic staff, administrator and fellow students
- contact details of academic staff
- messenger function to contact academic staff

After signing the *Study Contract* and making the first payment, you will be matriculated and receive your user's name and password from our IT Department specialist tech@riseba.lv.

To learn more, watch our [video tutorial](#) on how to use e.riseba.lv.

4.3. Who can give advice on how to use the information systems provided by RISEBA?

If:

- you have any questions about the use of [e.riseba.lv](#) and [my.riseba.lv](#) • contact your study programme administrator at
- your username or password does not work or you cannot upload your test paper to e.riseba.lv, email tech@riseba.lv for support
- If you need any IT support and/or advice on hardware and/or software, email our IT Department at tech@riseba.lv or call +371 25620595. The IT support service is also available in the evenings and on weekends.

To learn how to use e.riseba.lv and my.riseba.lv, watch the following video tutorial:

Tips how to use the e-RISEBA platform.

Tips how to use the MyRISEBA platform

4.4. Does e.riseba.lv have an app?

[e.riseba.lv](#) also has the mobile app Moodle.

5. INTERNSHIP, COURSE PAPER

5.1. Do I have to get an internship?

Internship is a mandatory part of professional study programmes (e.g. Business Management programme). If you in an academic programme, internship is not required.

5.2. How can get internship?

You can have your internship in an organisation or state institution/department, including a foreign one, in any sector relevant to your study programme in accordance with the study programme internship requirements. It is desirable that your internship is with the company you will research in your *Final Thesis*. Your internship programme may be in the company offering such an opportunity, it may also be a business run by your family or friends, or your workplace.

5.3. What are the internship stages?

Internship stages:

- getting your internship assignments approved by your internship supervisor appointed by RISEBA
- signing an internship agreement
- submission of the internship diary
- submission the internship report
- assessment of the intern by the company
- internship defence presentation to the Commission.

5.4. Does RISEBA offer internship positions?

If you cannot find an internship option by yourself, apply to the **RISEBA Career Development and Alumni Centre**. Please note that first you must read the internship requirements on e.riseba.lv, as internship conditions may vary from programme to programme.

5.5. What is the aim of Course paper?

The aim of the *Course paper* is to carry out an independent research work based on critical analysis of literature exploring and solving a specific business problem using the knowledge and skills acquired during the studies. In addition, to learn how to apply research methods, including quantitative methods, in practice.

5.6. How do I choose a topic and supervisor for my Course paper?

You should choose one from the provided list of topics, fill in and submit a topic and scientific supervisor by filling out this **Applications** on my.riseba.lv. *Course paper* supervisors are appointed by RISEBA Programme Directors.

5.7. What do I do to get my Course paper assessment?

- You must prepare your *Course paper* in accordance with the preparation requirements and submission deadlines. For detailed information, see **NL0094 Course paper preparation regulation** and on your Course paper website on e.riseba.lv
- prepare your *Course paper* defence presentation
- defend it publicly
- answer questions of the Commission

Course paper is assessed by academic staff of the respective department (Commission) using a 10-point system.

6. FINAL THESES (BACHELOR AND MASTER THESES)

6.1. Can I choose a topic and scientific supervisor for my *Final Thesis* myself?

Your Programme Director will give you a list of *Final Thesis* fields and potential scientific supervisors, but the topic will be chosen separately together with your scientific supervisor. You can also choose both the topic and scientific supervisor obtaining an approval of the Programme Director.

NB! A single scientific supervisor may have a limited number of supervised *Final Theses* so we recommend not to leave your scientific supervisor selection to the last minute.

6.2. What are the *Final Thesis* preparation requirements?

The *Final Thesis* preparation and process are governed by the following regulations available at e.riseba.lv/Regulatory Documents/Regulations:

- **NL0090 Bachelor thesis preparation regulation for academic directions: Economics; Management, administration and real estate management. For academic fields: Economics, Management, Administration and Property Management**
- **NL0091 Master thesis preparation regulation for academic directions: Economics; Management, administration and real estate management**
- **NL100 Study paper layout regulation**
- **NL0075 Regulations on graduation examinations**

6.3. Does my pre-defence have to be in person?

Pre-defence takes place remotely via Zoom or similar platform. The Programme Director will post more detailed information on the course website on e.riseba.lv. Pre-defence is mandatory for all students and only students who have no financial arrears or failed assessments will qualify for re-defence. Students who have missed pre-defence are not allowed to defend their *Final Thesis*.

6.4. Under what circumstances are students allowed to defend their *Final Thesis*?

For any student to be allowed to defend their *Final Thesis*, the following prerequisites must be satisfied:

- no failed assessments
- no financial arrears
- positive assessment of pre-defence
- The *Final Thesis* is complete
- the scientific supervisor's report and the Programme Director's permission to defend the Thesis are attached.

6.5. Is remote defence of the *Final Thesis* possible?

In accordance with procedure, remote Thesis Assessment, defence of the *Final Thesis* takes place remotely in the presence the SEC.

The student:

- shall submit the *Final Thesis* and the *Guarantee* performance electronically and send (email) to their scientific supervisor
- on the day of the *Final Thesis* defence, connect with the computer (with audio and video capabilities) and share screen with the prepared *Final Thesis* defence presentation to the SEC
- on the online platform Zoom present the *Final Thesis* to the SEC and answers any questions.

7. STUDY TEST SUBMISSION, ASSESSMENT SYSTEM, PLAGIARISM

7.1. What do I do if I cannot take any test by the deadline?

If any mandatory test deadline has been missed, you should obtain a separate *Order to retake*. The study tests must be taken by the set deadlines. If a paper has not been submitted by the deadline:

- contact a member of academic staff to agree on test time and options
- request an *Order to retake* on my.riseba.lv to take the test.

For more information about tests within a specific course, see the *Study Guide* on the course website on e.riseba.lv.

All mandatory tests within the respective study course must be successfully passed for the final course assessment.

7.2. Where can I see my study test deadlines?

All study test submission deadlines or dates are available on:

- my.riseba.lv
- on the course website on e.riseba.lv

7.3. What are conditions for advancing to next year?

Advancing to the next study year takes place automatically if:

- you have no financial arrears
- you have maximum 3 failed assessments

If the aforementioned criteria are not met, each case is reviewed individually and the possible solutions are as follows:

- if you have no financial arrears and have maximum 5 failed assessments, you may submit an **Application** for the Programme Director to consider advancing you to the next study year
- if you have no financial arrears and have more than 5 failed assessments, you will be informed that you require a personal study plan (possibility to take a study leave)

7.4. What to do if I fail a mandatory test?

Having failed a test, you should definitely retake it. As long as the test remains failed, this course has a final assessment and the final assessment cannot be made. To retake the test:

- contact academic staff
- on my.riseba.lv, request a paid *Order to retake* to retake the specific test.

7.5. How to upload test or exam papers to e.riseba.lv?

Most commonly, 2 test submission methods are used which academic staff include on their course website on e.riseba.lv



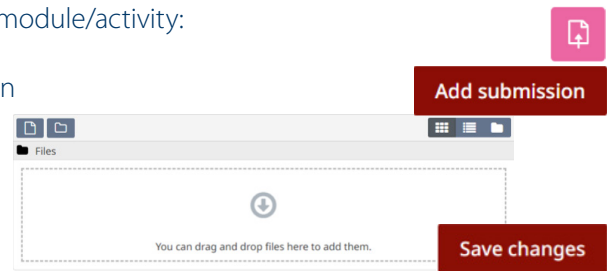
Assignment module/Activity which allows you to submit any digital content (files), such as text processing documents, Word documents, Excel spreadsheets, images, small audio and video files, etc. Assignment module/Activity is a convenient and effective tool to get more personalised and detailed response. Academic staff will assess each paper individually.

■ Open the specific test module/activity:

■ click on: Add submission

■ upload or drag and drop the file you want:

■ save changes



■ submit the test (after this action, you will no longer be able to make any changes to the study test)

Submit assignment

 **Test Module/Activity** a test created in the Moodle environment, various questions to test knowledge. It may contain questions with multiple or single choice, numeric question, free response/essay type questions, etc. Academic staff can determine the number of attempts with varied question sequence or random selection from the question bank, and set a time limit. Therefore, before starting the test, check your tutor's requirements. Each attempt is assessed automatically, except essay questions or individual assignment solutions.

■ Check the test conditions on the course website on e.riseba.lv

■ open the specific test module/activity



■ start the test answering all questions/tasks

Continue your attempt

■ complete and submit it to the tutor for checking

Submit all and finish

You can also find information in this [video](#).

7.6. How quickly will academic staff check my test or exam?

Academic staff will assess the mandatory tests within 5 to 10 days (if there are up to 50 students in the group) after the test date. As soon as academic staff check all students' papers submitted by the deadline, the assessment with comments (except in the test module/ activity) will be posted on my.riseba.lv and e.riseba.lv.

7.7. What if I am not satisfied with my assessment? Can I retake to improve?

Yes, of course. To do it, you should:

- arrange it with the academic staff and Programme Director
- submit a paid *Order to retake* on my.riseba.lv

7.8. What mark to I need to pass a study test?

You must get at least 4 (almost satisfactory) for the paper to pass. For the study test requirements for each course, see the *Course Description* and *Study Guide* documents on e.riseba.lv.

7.9. Do I have to pass all tests within the course to qualify for the final assessment?

To receive the final assessment, students must pass all mandatory tests and exams and submit all papers set out in the *Course Description*.

If at least one mandatory paper or exam has not been submitted or has been failed (lower than 4 (almost satisfactory)) the final assessment will not be given. A course may also include other tests, e.g. self-tests, homework, which are not mandatory and may not affect the final assessment. For the requirements for successful completion of each course, see the *Study Course Description* and Study Guide documents on e.riseba.lv.

All tests must be submitted on the course website on e.riseba.lv.

7.10. What is considered plagiarism?

Plagiarism is the use of work (published or unpublished) or ideas of other authors without a proper reference to the author, namely: use of 6 or more consecutive words or ideas without a permission or reference. All papers submitted by students are verified by comparing them with other papers, including papers by students from other universities. If a paper submitted by a student is recognised as plagiarism, sanctions are imposed in accordance with **NL0050 Regulation on the control and prevention of plagiarism**.

7.11. How are exams sat?

The exam within the course takes place in accordance with the study year plan. You will receive your study year plan in an email from your administrator. The scheduled exam date and time are published in my.riseba.lv and the course website on e.riseba.lv.

7.12. Are there any prerequisites to qualify for the exam?

You qualify for the exam if you have met all the course requirements in accordance with the *Course Description*. If you have not passed all the mandatory tests within the course and other tests, academic staff is authorised to decide whether to allow you to sit the exam, but the final assessment may be marked only after all the mandatory tests have been successfully passed.

7.13. Where can I see my assessments?

Your assessments are available:

- on e.riseba.lv: all assessments in the current semester courses (including other tests, e.g., self-test tests, homework, etc.),
- on my.riseba.lv: mandatory test exams and tests results for all semesters and final course assessments

7.14. What is the knowledge assessment system at RISEBA?

Competence level	Assessment %	10-point scale	Explanation
very high	95-100	10	With distinction
	85-94	9	Excellent
	75-84	8	Very good
high	65-74	7	Good
	55-64	6	Almost good
	45-54	5	Satisfactory
average	35-44	4	Almost satisfactory
	25-34	3	Poor
	15-24	2	Very poor
low	1-14	1	Extremely poor

For more information on the RISEBA assessment system, see **NL005 Study Regulations (Appendix 1)**

8. STUDY LEAVES

8.1. How can I take a break from studying?

You may suspend your studies and take a study leave in the university if you have no financial arrears. If you wish to take a break from university mid-semester, tuition fee shall be paid for the full current semester.

You must submit your break *Application* to your administrator at distance@riseba.lv. The *Application* form is available [here](#).

When studies are resumed, course assessments received before the break will be aligned with the current year study programme in accordance with **NL0074 Regulation on preparing a statement on comparison of study courses and an individual learning plan**

8.2. How can I retake my failed assessments during my break?

- Contact:
 - your administrator at distance@riseba.lv
 - academic staff (for contact details, see e.riseba.lv)
- request an *Order to retake* on my.riseba.lv
- pay the invoice (see the Finances section on my.riseba.lv), in accordance with the **Additional Paid Services**
- the course materials will be available on e.riseba.lv.

NB! In July and August, academic staff are on vacation.

8.3. How can I return/end my study leave?

Returning or cutting your break short, submit your *Application* to your administrator at distance@riseba.lv. The *Application* form is available [here](#).

NB! If the number of failed assignments is substantial when you return from your break, the Study Programme Director may decide that you have to resume your studies from the previous semester.

8.4. What is important when returning from a study leave?

Resuming your studies after a break, based on your *Request*, the Programme Director will draw up a *Course Comparison Report and the Personal Study Plan* which will reflect your failed assessments and new courses included in the study programme (differences between courses).

NB! Any failed assessments or courses which have emerged as a result of the difference, shall be studied and assessed together with the current semester courses.

8.5. How should I deal with any failed assessments or course differences after a study leave?

In accordance with the *Course Comparison Report and the Personal Study Plan*:

- any **course differences** which have occurred while on a break may be attained and assessed free of charge getting the *Order to retake* on my.riseba.lv
- any **failed assessments** require a paid *Order to retake*:
 - contact academic staff
 - request an *Order to retake* on my.riseba.lv
 - pay the invoice (see the Finances section on my.riseba.lv), in accordance with the **Additional Paid Services**
 - the course materials will be posted on e.riseba.lv

NB! In July and August, academic staff are on vacation.

8.6. Can I extend my break from the university?

You can extend your study leave by submitting a relevant *Application* to distance@riseba.lv. The *Application form* is available [here](#).

NB! However, your total study leave cannot exceed two years.

9. REFERENCES, ORDER TO RETAKES, APPLICATIONS

9.1. How can I receive a proof of my student status?

Request a *Reference* on my.riseba.lv
Request path: My Activities / Requests and *References*/ Type/ *Reference* in English / Submit a Request
Your *Reference* will be drawn up and you will receive an email notification.
Receiving your *Reference*:

- in electronic format via email, or
- at RISEBA Customer Service Centre

9.2. How can I get an Academic Records with all my assessments?

In this situation, request the *Academic Records* on my.riseba.lv
My Activities / Requests and *References*/ Type/ *Academic Records* in English / Submit a Request
Issue of the *Academic Record* is a paid service in accordance with the *Additional Paid Services*. You will find the invoice for the issue of the statement in the Finance section on my.riseba.lv .
Once your payment has been received and processed (within 5 business days), your *Reference* will be drawn up and you will receive an email notification.
You can receive your reference:

- in electronic format via email, or
- at RISEBA Customer Service Centre

9.3. How can I receive an Order to retake?

You can request an *Order to retake* in the Requests section on my.riseba.lv. Instructions are available in the Important Information section on my.riseba.lv.

9.4. What should I know about *Order to retake*?

Order to retake may be:

- **free** if you have not taken a test due to mitigating circumstances (providing evidence of such circumstances),
 - due to a health condition evidenced by a sick-leave certificate
 - due to work circumstances evidenced by a letter from the employer before the test
 - exceptional cases based on a permission from the Programme Director.**NB!** You can request your free *Order to retake* within the current study year.

■ **paid**, if:

- the mandatory test has not been passed by the required deadline in the absence of mitigating circumstances
- the mandatory test has been failed,
- you want to improve your result and have obtained an approval from academic staff and the Programme Director.

The fee is provided in our price-list in the For Students/Payments/Additional Paid Services section on the **RISEBA website**

NB!

- *Order to retakes* have limited validity period. Once it has expired, you will have to request a new *Order to retake* for a fee.
- The *Order to retake* is valid for the current and the next semesters.
- Please note that the fee for the *Order to retake* for a test from a preceding study year is higher..

9.5. How can I submit *Applications*?

Applications related to the study process:

- complete the appropriate **Application** and sign it with a secure electronic signature
- email it to **distance@riseba.lv**

NB! Submit your *Application* related to the *Final Thesis* or *Course paper* topics and/ or the supervisor on my.riseba.lv

9.6 Where can I find the *Applications* forms?

You will find all the *Application* forms in the **[e.riseba.lv/Regulatory documents/ Application Forms](http://e.riseba.lv/Regulatory documents/Application Forms)**

10. 10.FINANCE

10.1. What if I cannot pay by the deadline?

In this case, please contact RISEBA Accounting: **payments@riseba.lv**, tel.: +371 25618276.

10.2. What if the tuition fee is not paid by the deadline?

Pursuant to the *Study Contract*, if a student miss any of tuition fee payment deadline, RISEBA is entitled to charge and the student must pay late payment interest of 0.2% of the overdue amount for each calendar day of the delay. Payment of the late payment interest will not relieve the student from the obligation to fulfil their obligations under the *Study Contract*.

RISEBA has the right to expel a student for any default on their financial obligations. If you cannot pay by the deadline, please contact RISEBA Accounting payments@riseba.lv, (tel.: +371 25618276).

10.3. What is the deadline for my tuition fees?

The first payment when you begin your studies must be made within 7 calendar days of signing of the *Study Contract* (after signing by both parties). Every subsequent tuition fee invoice will be issued once a semester (before the beginning of the semester).

You can choose your payment method in your enrolment application:

- if paying by semester, tuition fees must be paid by 15 August and 15 January of each year
- if paying monthly, tuition fees must be paid by 15th day of each month. Beginning your studies, the first payment must cover the first two months. In this case, the tuition fee is increased by 5%.

NB! Regardless of the selected payment method, payment for the semester is binding.

10.4. How do I pay for the services?

We only accept payments via bank transfer. For RISEBA bank details, see [here](#). Please provide information in the payment order as follows: student's name, surname, personal ID number, invoice No.

For more information, visit [RISEBA website](#).

10.5. Can I get a tuition fee discount?

RISEBA offers tuition fee discounts for which you may be eligible if you have fulfilled all the financial and academic requirements. To apply for a tuition fee discount:

- review the eligibility criteria and conditions. For more information, see [RISEBA website](#)
- complete and email the [Application](#) to the administrator at distance@riseba.lv
 - for the 1st semester, by 5 September
 - for the 2nd semester, by 5 February
- the discount commission will send you their decision via email.

10.6. Can I get a loan guaranteed by the government to cover my tuition fee?

After signing the *Study Contract* and matriculation, you can apply for a government guaranteed bank loan to cover your tuition fee.

The bank will verify the information provided by the university in the State Education Information System (VIIS) and review your (applicant's) credit history.

The bank will transfer the loan to the university account to cover the tuition fee. The loan for the first semester is made available within 5 days after signing the loan agreement. For the subsequent semesters, the loan is made available twice a year (in September and March).

In addition, you can apply for a government guaranteed student loan to cover your daily needs, and the loan is transferred to the student's account.

For more information, see www.swedbank.lv and www.altum.lv

11. RISEBA LIBRARY RESOURCES

11.1. What does RISEBA library offer?

RISEBA library for students and staff provides:

- information resources necessary for the study process
- access to necessary information resources in the catalogues and electronic databases
- possibility to obtain information resources necessary for the studies
- free internet access, WiFi
- qualification, Bachelor's and Master's thesis binding services (paid service)
- the IL service which allows receiving information resources from other Latvian libraries, including the National Library of Latvia
- the ILL service which allows receiving information resources from foreign libraries covering postal expenses (if any)
- independent access the library's open collection
- access to bachelor and master theses and dissertations from previous years, and beginning with 2020 they are available in electronic format in the Thesis Database. For information on how to use it, see [here](#).

Watch the video and learn more about *RISEBA library in the digital environment*.

11.2. How can I register within RISEBA library?

- Present a valid student ID
- Provide your contact details
- Read *NT003 Library rules* and with your signature undertake to comply with them.

11.3. How can I contact RISEBA Library?

To get information about library related matters, including the use of IL and ILL or catalogues and databases, call

- +371 25 618 632 or
- email bibl@riseba.lv.

11.4. What should I know before borrowing a book from RISEBA Library?

Books or documents can be borrowed by registered RISEBA library users only and by RISEBA students and academic and other staff only.

Every book has its borrowing period. Library users are responsible for timely return of the borrowed books.

The borrowing period may be extended in person at the library or by e-mail: bibl@riseba.lv

If a user fails to return any borrowed books on time, a late book fine will be charged in accordance with the *Additional Paid Services*.

Outside business hours, you can return books to the Information Centre at 3 Meza Street (ground floor) signing a return book specifying your name, surname and study programme.

If there is only one copy of the necessary information resource, you can only use it in the library.

For more information, see *NT003 Library rules*

11.5. What does the Union Catalogue offer?

The *Electronic Union Catalogue of Latvian libraries of national significance* is formed by multiple libraries and represent the collections of these libraries. You can search the Union Catalogue for information resources. RISEBA library also joined the Union Catalogue in 2011. Here you will also find:

- National Library of Latvia
- Library of the University of Latvia
- Scientific Library of Riga Technical University and other library catalogues

11.6. How can I get access to electronic databases?

RISEBA students and staff can receive personal access codes by emailing their request to bibl@riseba.lv specifying Access data to the subscribed databases in the subject, and providing their name, surname, study programme and course in the message body.

For more information on using the databases, please contact the RISEBA library and watch the [video](#).

11.7. What electronic databases are available?

RISEBA library offers multiple database subscriptions in various fields of science. You can also access several trial database versions and free public resources.

Available database subscriptions:

- Web of Science
- Scopus
- Emerald
- EBSCO
- ScienceDirect
- Leta.lv (news and archive)
- Nozare.lv
- Passport, etc. (more information is available at the library).

You can also enjoy free electronic resources for reference, e-magazines and e-books databases. A [video](#) and information on how to use these resources are available here.