



**HOTELSCHOOL
THE HAGUE**
Hospitality Business School

Application and Selection regulation

Hotelschool The Hague

Date version: 20 January 2025

*Approval Dates by Board of Directors following advice by the Education Committee
25 November 2024 approval of Bachelor programme in Hospitality management (BA.HM) and
Master of Business Administration (MBA) programme.
20 January 2025 approval of Master Leading Hotel Transformation (MA.LHT)*



Preamble

This regulation contains a further elaboration of articles 6.7, 6.7a and 7.30b of the Dutch Higher Education and Scientific Research Act (WHW) as well as chapter 3 of the Student Charter of Hotelschool The Hague, chapter 3 of the Education and Examination Regulations Bachelor and chapter 9 of the Education and Exam Regulations Master.

Hotelschool The Hague received consent to select candidates for the Bachelor programme upon registration (article 6.7 WHW). In pursuance of article 6.7a WHW Hotelschool The Hague establishes a regulation for the selection procedure and selection criteria. In pursuance of article 7.30b WHW Hotelschool The Hague establishes a regulation for the qualitative admission requirements for the MBA and MA.LHT programmes. This regulation serves the said purpose.



Contents

Chapter 1 General provisions	4
Chapter 2 Participation in selection for the Bachelor programme in Hospitality Management (BA.HM) and decision	5
Chapter 3 Selection criteria for the Bachelor programme in Hospitality Management (BA.HM) including International Fast Track (IFT) programme.....	6
Chapter 4 Participation in selection for the Master's of Business Administration (MBA) programme and decision making.....	8
Chapter 5 Selection criteria for the Master's in Business Administration (MBA) programme.....	9
Chapter 6 Participation in the selection for the Master Leading Hotel Transformation (MA.LHT) and decision making	10
Chapter 7 Closing provisions	11
Appendix I.....	13



Chapter 1 General provisions

Article 1.1. Objective

This regulation has the objective of establishing the selection procedure and selection criteria for candidates who want to enrol for the Bachelor programme, of which the International Fast Track programme is part. In addition, this regulation has the objective, from a perspective of uniformity, of establishing the selection procedure and qualitative admission requirements for the MBA programme of Hotelschool The Hague.

Article 1.2. Definitions

- a. Board of Directors: the Board of Directors of Hotelschool The Hague;
- b. Application: a request for participation in the selection procedure;
- c. Studielink: the web application for the benefit of registration with Dutch universities and universities of applied sciences (www.studielink.nl);
- d. Candidate: the person who wants to participate in the selection procedure;
- e. Selection Committee: a committee that decides, on behalf of the Board of Directors, on admission of a candidate to the Bachelor programme;
- f. Selection opportunity: moment in time during which the candidate is screened on suitability in conformity with the selection criteria for the Bachelor programme;
- g. Academic year: study year with a period that starts on 1 September and ends on 31 August of the subsequent year, as intended in article 1.1 under k of the Dutch Higher Education and Scientific Research Act (WHW);
- h. Skotel: student accommodation and hotel outlet (integral part of the education and the curriculum of Hotelschool The Hague).

Article 1.3. Selection Committee

1. The Board of Directors sets up a Selection Committee and appointed the relevant members.
2. The Selection Committee consists of 4 members of which one member is appointed the chairperson.
3. The members are all employed at Hotelschool The Hague.
4. The members are appointed for a term of 2 years.



Chapter 2 Participation in selection for the Bachelor programme in Hospitality Management (BA.HM) and decision

Article 2.1 Application

1. To participate in the selection opportunity of Hotelschool The Hague, the candidate must apply via Studielink and comply with the statutory prior education requirements as well as the admission requirements of Hotelschool The Hague, as intended in the Education and Examination Regulation Bachelor. See appendix 1 for examples of international prior education degrees.
2. After application via Studielink the candidate receives a direct link by email from Hotelschool The Hague for the Osiris registration system in order that they can submit the required documents.
3. The processing of the application takes, barring unforeseen circumstances, 3 to 4 weeks.
4. The candidate receives an official invitation for participation in a selection opportunity.
5. With the invitation the candidate receives a programme and preparatory exercises.

Article 2.2 Obligations of the candidate on the selection opportunity

1. The candidate must be present at the time mentioned in the invitation. If a candidate is not present in time then they are excluded from participation for the relevant selection opportunity, unless there is question of demonstrable force majeure, as determined in article 6.2.
2. The candidate is allowed to make notes during the selection opportunity. These notes cannot be taken home.
3. The candidate is not allowed to use tools or rely on the assistance of other candidates during the digital tests.

Article 2.3 Decision on admission

1. The Selection Committee decides, on behalf of the Board of Directors, on the admission of candidates. The decision is based on the result of the cognitive and non-cognitive tests taken, as determined in article 3.2. The chair of the committee communicates the decision to all applicants on behalf of the committee.
2. Candidates receive an email (from: admissions@hotelschool.nl) at the latest 14 days after the selection opportunity with the result of the screening as well as the decision if the candidate is admitted or rejected.
3. The result of the screening includes an overview of all obtained results of the cognitive and non-cognitive tests taken.
4. Rejected candidates can apply again for participation in the selection procedure the following academic year.



Chapter 3 Selection criteria for the Bachelor programme in Hospitality Management (BA.HM) including International Fast Track (IFT) programme

Article 3.1 Selection criteria

1. Candidates are selected on the following criteria:
 - motivation and suitability for a position as a leader in the hospitality industry;
 - suitability to complete the programme;
 - suitability to participate in student life and to work/ live in Skotel (Skotel not applicable to IFT)
 - English language proficiency of at least level B2 on the Common European Framework of Modern Foreign Languages;
 - Numerical proficiency at the minimum level of the numerical test of Hotelschool The Hague.

Article 3.2 The tests and the weighting

1. The candidates are assessed by means of several components. An interview, pitch, writing assignment, English language test, numerical test and a knowledge test.
2. The candidate must score at least 80% on the combined weighted scores of the interview and the pitch in order to qualify for participation, provided that all cut-off criteria are met. These candidates are admitted as of September or February of an academic year, depending on the number of places available. Candidates with a score between 70 % and 80% are placed on a waiting list. Scores below 70% are rejected, regardless of the other results.
3. The candidate must score at least 60% on the numerical and the knowledge test in order to qualify for admission. A lower score implies rejection, regardless of the other results.
4. The candidate must score at least B2 for the English test in order to qualify for admission. In case of an insufficient score, the timely submission (before the start of the academic year) of an English language certificate at level B2 is mandatory. Candidates might be required to submit additional English language test results. Please refer to the Exam and Education Regulations (EER) Admissions chapter.
5. The result of the tests is determined on the basis of the following table:

Type of assessment/ candidate	Bachelor minimum score	IFT minimum score	Form of decision	Outcome
Tests				Minimum score obtained / not obtained
Numerical	60	60	Cut-off1	Satisfactory / Rejected



knowledge*	60	60	Cut-off1	Satisfactory / Rejected
English *	B2	B2	Cut-off, unless2	Satisfactory / Improve / Rejected
Assessments				
Writing Assignment	included in the interview Self-awareness grading	NA	NA	Satisfactory / Rejected
Interview + pitch *	80	70	Ranking3	Ranking

Based on the test outcomes, students scoring above 80 are accepted, while those scoring between 70 and 80 for the interview and pitch are placed on a waiting list. For the 2024/2025 academic year, international students will be accepted with a minimum score of 70 as an exception to the rule. An action plan is prepared to ensure that the interview process does not adversely impact the selection of international students. This temporary decision should be reviewed end of Academic year 2024/2025 based on data monitoring, analysis, and relevant research. IFT applicants must in addition attend and pass the summer course successfully to be admitted to the school.

¹ *Cut-off: To qualify for selection the candidate must have attained all minimum cut-off scores. An unsatisfactory score on one of these components implies exclusion from admission, regardless of the other scores.*

² *In case of an unsatisfactory score for the English test the candidate is held to demonstrate his/her language proficiency at level B2 through the timely submission (before the start of the academic year) of a valid English language certificate at level B2. Candidates might be required to submit additional English language test results. Please refer to the Exam and Education Regulations (EER) Admissions chapter.*

³ *Ranking: To qualify for admission the candidate must comply with the minimum score. Scores exceeding 80% receive the "admitted" status (provided that all cut-off criteria are met). These candidates are admitted as of September or February of an academic year, depending on the number of places available. Candidates with a score between 70% and 80% are conditionally rejected. These candidates are placed on a waiting list. Scores below 70% are rejected, regardless of the other results.*

* Assessment criteria and standards are included in the Selection Guide.



Chapter 4 Participation in selection for the Master's of Business Administration (MBA) programme and decision making

Article 4.1 Application

1. To participate in the selection of Hotelschool The Hague the candidate must apply via Studielink and comply with the statutory prior education requirements and the admission requirements of Hotelschool The Hague, as described in the Education and Exam Regulation Master.
2. After application via Studielink the candidate receives a direct link by email from Hotelschool The Hague for the Osiris registration system in order that they can submit the required documents, including motivation letter, essay, grade list, diplomas, evidence of English language proficiency and evidence of professional work experience.
3. The processing of the application takes, barring unforeseen circumstances, 3 to 4 weeks.

Article 4.2 Preselection and selection

1. The selection procedure starts with a preselection of Hotelschool The Hague consisting of a personal advice to the candidate on the basis of an interview with the candidate.
2. After the preselection the candidate is invited for an interview. This interview is held by an alumnus of the Master programme. The alumnus uses an assessment form with the assessment criteria provided and standards.
3. Next an admission interview takes place by the Applicant Advisor and the Programme Director. The interview takes between 50 and 75 minutes (live, on campus or via Skype or telephone in case of connectivity issues). The Applicant Advisor and Programme Director use an assessment form with the assessment criteria and standards.

Article 4.3 Decision on admission

1. The Programme Director decides, on behalf of the Board of Directors, on the admission or rejection of the candidate. The decision is based on the result of the taken interviews as determined in article 4.2.
2. Candidates receive an email with the result of the screening as well as the decision if the candidate is admitted or rejected at the latest 14 days after conclusion of the selection.



Chapter 5 Selection criteria for the Master's in Business Administration (MBA) programme

Article 5.1 Selection criteria

1. Candidates are selected on the following criteria:
 - motivation and suitability for a position as a manager/specialist in the hospitality industry;
 - suitability to complete the programme including sufficient prior knowledge of design based research;
 - English language proficiency;
 - professional work experience.
2. The candidate must comply with the following English language level:
 - C1 level English proficiency on the Common European Framework of Modern Foreign Languages must be proven at spoken, written, reading and listening levels.
 - IELTS, TOEFL and Cambridge level English tests are all accepted as proof of English proficiency.
 - Minimum scores accepted for IELTS and/or TOEFL: IELTS – Average Band Score of 6.5, no individual band below 6.0.
 - TOEFL – 85 points on the IBT, no individual section below 21 points.
 - Cambridge: Certificate C1 Advanced or C2 Proficiency in English¹.
3. Requirements for compliance with the professional work experience are:
 - a minimum of 12 months of full-time work experience in service- related industry. The work experience may be cumulative and not continuous;
 - academic internships are admissible as work experience, provided they take place in a service-related industry;
 - given that the curriculum of the Master's programme is designed for professionals not exceeding mid-level managerial experience, there is a recommended threshold of 7 years of working experience, provided at least 3 of them are managerial in nature. Candidates that surpass this threshold must be informed of the possible 'limited contributions' the MBA Programme might have to their learning and development before they apply;

1.



Chapter 6 Participation in the selection for the Master Leading Hotel Transformation (MA.LHT) and decision making

Article 6.1 Application

1. To participate in the selection of Hotelschool The Hague the candidate must apply via Studielink and comply with the statutory prior education requirements and the admission requirements of Hotelschool The Hague, as described in the Education and Exam Regulations MA.LHT articles 9.1 and 9.2.
2. After application via Studielink the candidate receives a direct link by email from Hotelschool The Hague for the Osiris registration system in order that he/she can submit the required documents, which include a bachelor's diploma, an official grade list, a CV, and evidence of English language proficiency.
3. Under normal circumstances, the application processing time is 3 to 4 weeks.

Article 6.2 Preselection and selection

1. The selection procedure starts with a preselection of Hotelschool The Hague, which includes a compliance check with statutory prior education and English language requirements. Personal advice is provided to the candidate based on the application documents submitted via Osiris, in case of any discrepancies or missing information.
2. If eligibility is confirmed, a conditional admission email is sent with instructions on completing the next steps in the admission process. Candidates who are not eligible receive an email detailing the reasons for rejection.
3. Following the preselection eligibility outcome, the candidate is requested to submit a Recognition of Acquired Competences (RAC) Portfolio. The portfolio is assessed by a selection committee consisting of two members, who may include the Programme Director, Programme Coordinator, a dedicated teaching staff member, or an alum. The assessment is based on predetermined criteria outlined in the assessment grid. The portfolio serves to evaluate the crucial skills required for admission to the programme.
4. Upon submission of the RAC portfolio, the candidate is invited to an assessment interview. This interview serves to validate the candidate's qualifications, vision, leadership potential, and alignment with the programme. The situation-based interview provides the selection committee with insights into the candidate's adaptability under pressure (AQ), problem-solving skills (IQ), and team management abilities (EQ). The candidate's leadership potential and decision-making process are evaluated through scenario-based questions.
5. The RAC portfolio contributes 60 per cent to the final selection outcome, while the interview accounts for 40 per cent.

Article 6.3 Decision on admission

1. The Programme Director decides on behalf of the Board of Directors on the final admission or rejection of the candidate. The decision is based on the outcome of the assessment performed by the selection committee, as specified in article 6.2.
2. Candidates receive an email notification regarding the final decision of their admission status, whether admitted or rejected, no later than 14 days after the conclusion of the selection process.



Article 6.4 Selection criteria

1. Candidates for the Master Programme Leading Hotel Transformation are selected for their demonstrated potential to succeed in the programme and excel in leadership roles within hotel transformation and innovation in the broader hotel industry. This selection is conducted through a comprehensive skills assessment, which includes a RAC portfolio review and a situation-based interview. The evaluation criteria are as follows:

- IQ (Intelligence Quotient): Assessment of critical and analytical thinking, problem-solving skills, and academic achievements.
- EQ (Emotional Quotient): Evaluation of leadership abilities, interpersonal relationship management, self-awareness, and empathy.
- AQ (Adversity Quotient): Examination of adaptability, perseverance, and success in dynamic or challenging environments.

2. Candidates must comply with the following English language levels:

- *Cambridge English Qualification*: Results must be from B2 First, C1 Advanced, or C2 Proficiency exams, with a minimum total score of 169 and no individual band below 169.
- *IELTS*: Academic test with a minimum overall band score of 6.0 and no individual band below 6.0.
- *TOEFL*: iBT test with a minimum score of 80 (internet-based) and no individual band below 20.

Chapter 7 Closing provisions

Article 7.1 Objection and appeal

1. The candidate may object to decisions made by or on behalf of the Board of Directors by the selection committee regarding the selection process. This must be done within six weeks of the decision by submitting a notice of objection via email to Legal Protection at legalprotection@hotelschool.nl.
2. The submission of a notice of objection does not suspend the decision.
3. The candidate may appeal the decision on the objection to the Higher Education Appeals Tribunal.
4. If the objection or appeal is declared well-founded after 31 August of an academic year, and it is determined that the candidate must be offered a place; this place will be for the subsequent academic year. Bachelor candidates also have the option to commence their studies in February of the same academic year.
5. Decisions and communications regarding the selection process are sent to the candidate digitally via email to the address provided in Studielink.

Article 7.2 Force majeure

1. The candidate is permitted to invoke force majeure concerning participation in the selection process.
2. Force majeure includes illness, bereavement in the first or second degree, and significant, verifiable traffic disruptions.



3. Other forms of force majeure are subject to the discretion of the Selection Committee of Hotelschool The Hague.
4. Candidate must provide evidence to substantiate claims of force majeure.

Article 7.3 Unforeseen instances

In all instances not foreseen or insufficiently foreseen by this regulation, the Board of Directors shall make the final decision. In the event of any ambiguity or discrepancy between this regulation and the applicable statutory provisions pursuant to the WHW (Dutch Higher Education and Scientific Research Act), the legislative text shall prevail.

Article 7.4 Entry into force

This regulation was adopted by the Board of Directors on 20 January 2025, after having obtained the advice of the Education Committee on 14 November 2024 and 17 January 2025, entering into effect retroactively from 1 September 2024.



Appendix I

Admission requirements international students Hotelschool The Hague 4-year programme Bachelor in Hospitality Management (BA.HM).

Candidates must have academic qualifications enabling them to follow Higher Professional Education, in accordance with the guidelines specified by an independent body. The following list is not exhaustive and the advice of NUFFIC is leading.

- International Baccalaureate (IB) (at least 24 points and diploma awarded, certificates are not accepted)
- European Baccalaureate (EB)-American High School Diploma (GPA average at least 3.0)-Two Advanced levels (relevant subjects e.g. Business Studies, Languages, Geography) combined with at least 4 GCSE subjects (A*, A, B or C) As a minimum requirement we request 6 different subjects in total. (UK)
- BTEC Level 3 National Extended Diploma (UK)
- Baccalauréat (France)
- Certificat d'enseignement secondaire supérieur / Diploma van Secundair Onderwijs (Belgium)
- Diplôme de fin d'études secondaires (Luxembourg)
- Zeugnis der Allgemeinen Hochschulreife / Fachhochschulreife (Germany)-Reifezeugnis or Reifeprüfungszeugnis (Austria)-Maturity Certificate / Maturitätszeugnis / Maturitätsausweis / Certificat de Maturité (Switzerland)
- Sluytbetyg från Gymnasieskolan (Sweden)
- Vitnemål Videregående Opplaering (opnådd generell studiekompetanse) (Norway)
- Gymnasie eksamen eller Højere Handelseksamen (Denmark)
- Ylioppilastutkinto (Finland)
- Gimnáziumi Érettségi Bizonyítvány or possibly Szakközépiskolai Érettségi-Képesítő Bizonyítvány (Hungary)
- Świadectwo Ukończenia / Świadectwo Dojrzałości from Liceum Zawodowego/ Ogólnokształcącego or Technikum Zawodowego (Poland)
- Gümnaasiumi Lõputunnistus (Estonia)-Brandos Attestatas (Lithuania)
- Attestat o Srednem (Polnom) Obshchem Obrazovanii (Russia)
- Romanian Baccalaureate (Romania)
- Diploma za Zavarsheno Sredno Obrazovanie (Bulgaria)
- Titulo de Bachiller (Spain)



-Apolytirio Genikou Lykeiou (Greece)

-Diploma di Superamento dell'Esame di Stato Conclusivo (Liceo Classico, Scientifico/Linguistico) (Italy)

-Diploma / Certificado / Certidão do Ensino Secundário (Portugal)

-Senior Certificate since 2008 (South Africa)

-Standard XII diploma (vocational stream) / Standard XII diploma (academic stream): All India Senior School Certificate with marks ranging from A (A1, A2)-B (B1) in 5 subjects (India)