

# REF guide

## *Practical guide to citing and referencing sources*

*Version 5.3.1*

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Reference list



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## Why this guide?

The purpose of this guide is to show you how to do what teachers expect you to do, namely

1. insert in-text citation in your work in order to cite your sources according to the HEG Citation System based on the ISO 690 standard (see p. 30)
2. insert the complete reference list at the end of your work listing all the cited references (see p. 31)

## What's in this guide?

Pages 6 to 24 present you the **templates by type of document** to which you can refer to ensure that your references are correct and complete.

Some **contextual elements** also complete the templates and examples to better understand some aspects of in-text citation and referencing (pages 26-31).

Pages 30 and 31 present an **example of the final result** to be obtained (**citation in the text + reference list**) by following the indications contained in this guide.

Some **practical tips** are detailed at the end of this guide (pp. 32-36).

**Visual materials** such as images, graphs, diagrams and other illustrations require extra care. We have therefore included a brief overview of the main rules for reusing images in compliance with copyright law (pp. 37-39). The case of **generative AIs** is covered at the end of the guide (pp. 40-42). **Zotero**, an free and open source reference manager which is very useful for referencing and citing your sources, is presented on page 43.

## Workshops and training

If this guide does not answer all your questions, the Infotheque offers specialized workshops and training: <https://cest.la/ateliers-infothequeheg>

# Referencing models according to the type of document

*The following templates are provided to help you write your reference list.*

*In addition to the information required for each template, you are free to add any additional information that may be useful.*

*Contact us if you cannot find the type of document you are looking for. Our contact information is on the last page of this guide.*

## Article (magazine, press, journal)

**Magazine article:** an article published in a thematic publication that appears periodically.

**Newspaper article:** an article published in a newspaper, usually published daily, that deals with current events.

**Journal article:** scientific article written by researchers and validated by researchers in the same field before being published in a scientific or professional journal. The frequency of publication varies from one journal to another.

### Information to be provided:

1. Author(s)
2. Date of publication
3. Title of the article
4. Title of newspaper, magazine or journal
5. Volume, number and pages (if provided)
6. DOI (or URL if DOI not available<sup>1</sup>)

#### Reference model of an article (without URL or with DOI)

LAST NAME, first name, year. Title of the article. *Title of newspaper/magazine/journal*. Date of publication. Numbering, pages. DOI.

#### Reference model of an article (with URL and without DOI)

LAST NAME, first name, year. Title of the article. *Title of journal/magazine/review* [online]. Date of publication. Numbering, pages. Retrieved from: URL [accessed day month year].

If you viewed the print version, provide the beginning and end pages of the article. Otherwise, provide the URL.

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<sup>1</sup> The DOI (Digital Object Identifier) is a sequence of characters similar to a URL assigned to an online publication and allowing it to be identified in a permanent and unique way. It systematically begins with "DOI: 10.----/...".

## Examples of press articles

DUSSERT, Éric and ION, Cristina, 2018. Bonne sieste à la bibliothèque. *Le Monde diplomatique*. June 2018. p. 27.

PALMA, Stefania and TEMPLE-WEST, Patrick, 2022. SEC official wants clearer NFT jurisdiction. *Financial Times* [online]. 18 October 2022. p. 8. Retrieved from:  
<https://advance.lexis.com/r/delivery/content/1333564331/download/193062574/FullDoc/false> [accessed 21 March 2023].

## Examples of magazine articles

ARMAND, Jean-Michel, AUTHIER, David, COLOMBO, Tristan and SAUPIN, Guillaume, 2018. Les langages de demain. *GNU/Linux Magazine France*. Décembre 2018. No 221, pp. 14-31.

SONNENFELD, Jeffrey and TIAN, Steven, 2023. The real bank crisis. *TIME Magazine* [online]. 27 March 2023. Vol. 201, no. 11/12, pp. 25-26. Retrieved from:  
<https://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=buh&AN=162464938&site=ehost-live&scope=site> [accessed 22 March 2023].

For scientific articles, provide the DOI whenever possible. The mentions “[online]” and “[accessed...]” are then not necessary.

## Examples of scientific journal articles

ALLISON-CASSIN, Stacy and SCOTT, Dan, 2018. Wikidata: a platform for your library’s linked open data. *Code4Lib* [online]. 4 May 2018. Issue 40. Retrieved from:  
<https://journal.code4lib.org/articles/13424> [accessed 29 September 2018].

GARDNER, Martin, 1977. Playing New-Eleusis, game that simulates search for truth. *Scientific American*. Vol. 237, no. 4, pp. 18-25.

KNUTH, Donald E., 1984. Literate programming. *The Computer Journal*. Vol. 27, no. 2, pp. 97-111. DOI [10.1093/comjnl/27.2.97](https://doi.org/10.1093/comjnl/27.2.97).



## Encyclopedia article

Article presenting the definition of common or proper nouns useful for contextualizing or identifying the main ideas around a subject at the beginning of one's documentary research.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of the article
4. Title of the encyclopedia
5. Place of publication and publishing house (if provided)
6. Volume, number and pages (if provided)
7. Series and number (if provided)
8. URL

LAST NAME, first name, year. Title of the article. *Title of the encyclopedia* [online]. Date of publication. Numbering, pages. Retrieved from: URL [accessed day month year].

### Examples

GANASCIA, Jean-Gabriel, 2022. Apprentissage profond ou deep learning. *Encyclopædia Universalis* [online]. Retrieved from: <http://www.universalis-edu.com/encyclopedie/apprentissage-profond-deep-learning/> [accessed 21 March 2023].

WIKIPEDIA, 2022. Digital literacy. *Wikipedia* [online]. Retrieved from: [https://en.wikipedia.org/w/index.php?title=Digital\\_literacy&oldid=1080961163](https://en.wikipedia.org/w/index.php?title=Digital_literacy&oldid=1080961163) [accessed 16 May 2022].



## Patent

Document attesting that a person has the exclusive right to exploit an invention in the territory(ies) covered by the patent.

Information to be provided:

1. Patent owner (can be an institution)
2. Inventors
3. Year of publication
4. Date of application
5. Title of the patent
6. Country where the application was filed
7. Patent number
8. URL (if available)

OWNER, year of publication. *Title of the patent* [online]. Inventor(s). Date of filing. Date of publication. Retrieved from: URL [accessed day month year]. Patent number.

### Examples

AUSTIN, Stanley G, 2007. *Elevated airport* [online]. Patent filed on August 5, 2005 and published on February 7, 2007. Retrieved from: <http://www.ipo.gov.uk/p-ipsum/Case/PublicationNumber/GB2428700> [accessed 6 February 2015]. GB 2 428 700 A.

GILLET, André-Auguste, 1929. *Perfectionnement aux dispositifs électromagnétiques particulièrement applicable aux écouteurs*. Patent filed on March 10, 1928 and published on September 12, 1929. FR 664962A.

If the patent has more than one date, the publication date (when the patent was accepted) has priority over the filing date (application date).

## Book section

Subdivision of a book whose theme and authors may differ from one chapter to another.

Information to be provided:

1. Chapter author (can be an institution)
2. Date of publication
3. Title of chapter
4. Author of the book (can be an institution)
5. Title of the book
6. Chapter page numbers
7. Edition (if not 1st ed.)
8. Place of publication and publishing house
9. Series and number (if available)
10. ISBN of the book
11. DOI or URL of the chapter (prefer DOI<sup>2</sup>)

### Book chapter reference template

LAST NAME, first name, year. Title of chapter. In: LAST NAME, First Name (if different from the author of the chapter), *Title of the book*, number of pages. Edition. Place of publication: Publishing house. Collection, number. ISBN.

### E-book chapter reference template

LAST NAME, first name, year. Title of chapter. In: LAST NAME, First Name (if different from chapter author), *Title of book*, number of pages [online]. Edition. Place of publication: Publishing house. Collection, number. ISBN. Retrieved from: URL [accessed day month year].

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<sup>2</sup> The DOI (Digital Object Identifier) is a sequence of characters similar to a URL assigned to an online publication and allowing it to be identified in a permanent and unique way. It systematically begins with "DOI: 10.----/...".

## Examples

BJORK, Elizabeth Ligon and BJORK, Robert A., 2011. Making things hard on yourself, but in a good way: creating desirable difficulties to enhance learning. In: *Psychology and the real world: essays illustrating fundamental contributions to society*, pp. 56-64. New York, NY: Worth Publishers. ISBN 978-1-4292-3043-8.

*The authors of the chapter are the same as the scientific editors of the book, so we do not repeat them.*

SITEK, Dagmar and BERTELMANN, Roland, 2014. Open access: a state of the art. In: BARTLING, Sönke et FRIESIKE, Sascha (ed.), *Opening science: the evolving guide on how the Internet is changing research, collaboration and scholarly publishing*, pp. 139-153 [online]. Cham: Springer. ISBN 978-3-319-00025-1. Retrieved from: [http://link.springer.com/10.1007/978-3-319-00026-8\\_9](http://link.springer.com/10.1007/978-3-319-00026-8_9) [accessed 11 February 2015].

WALSH, Andrew and CLEMENTSON, Jonny, 2017. Reasons to play in higher education. In: *The Power of play - voices from the play community*, pp. 181-187 [online]. Aarhus: CounterPlay. ISBN 978-87-999752-0-4. Retrieved from: <https://eprints.hud.ac.uk/id/eprint/31686/> [accessed 3 June 2019].

## Conference / congress / symposium document

A paper submitted by researchers to a conference during which they present the results of their work, and validated by a reading committee before being published in the conference proceedings.

Information to be provided:

1. Author(s)
2. Date of publication
3. Title of the document
4. Title of proceedings or conference title
5. Place of publication and publishing house
6. Volume and pages (if available)
7. ISBN (if available)
8. DOI or URL (prefer DOI<sup>3</sup>)

### Conference document template (without URL)

LAST NAME, first name, year. Title of the document. In: *Title of the conference proceedings*. Place of publication: Publishing house, date of publication. Volume, pages. Name of the conference. Collection, number. ISBN. DOI.

### Modèle de document de conférence (avec URL)

LAST NAME, first name, year. Title of the document. In: *Title of the conference proceedings* [online]. Place of publication: Publishing house, date of publication. Volume, pages. Name of the conference. Series, number. ISBN. Retrieved from: URL [accessed day month year].

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<sup>3</sup> The DOI (Digital Object Identifier) is a sequence of characters similar to a URL assigned to an online publication and allowing it to be identified in a permanent and unique way. It systematically begins with " DOI : 10.----/...».

## Examples

HOLZER, Adrian, KOCHER, Bruno, VONECHE CARDIA, Isabelle, MAZUZE, Jorge, BENDAHAN, Samuel and GILLET, Denis, 2016. Gamifying knowledge sharing in the humanitarian context. In: *Proceedings of the 7th Annual Symposium on Computing for Development*, pp. 21:1-21:4. New York, NY, USA: ACM. ACM DEV '16. ISBN 978-1-4503-4649-8. DOI [10.1145/3001913.3006630](https://doi.org/10.1145/3001913.3006630).

PLUMETTAZ-SIEBER, Maud, 2018. Apprendre l'informatique en jouant : institutionnalisation des apprentissages. In: *Actes des 7ièmes RJC-EIAH 2018* [online]. Besançon, France. 3 April 2018. Retrieved from: <https://hal.archives-ouvertes.fr/hal-01769584> [accessed 5 April 2019].

VOBORNÍK, Petr, 2019. The motivation and learning by making. In: *12th Annual International Conference of Education, Research and Innovation*, pp. 7953-7958. Seville, Spain. 11 November 2019. DOI [10.21125/iceri.2019.1882](https://doi.org/10.21125/iceri.2019.1882).

## Radio/TV program

Audio/visual program broadcast on a television or radio station.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of the program
4. Title of the program
5. Name of the radio/television station
6. URL

LAST NAME, first name, year. Title of the program. *Title of program* [online]. Place: Name of the radio/television channel, date of broadcast. Retrieved from: URL [accessed day month year].

### Examples

BOURGET, Linda, CHEVILLARD, Jean-Marc, EGLI, Laurent, FAWER, Sébastien, SAUVIN, Rebecca, MONTMOLLIN, Ariane de and MAYER, Benoît, 2020. L'application CFF fournit des données de ses utilisateurs à Google. *ABE* [online]. Genève: RTS Un, 2 June 2020. Retrieved from : <https://www.rts.ch/info/sciences-tech/11370535-lapplication-cff-fournit-des-donnees-de-ses-utilisateurs-a-google.html> [accessed 3 June 2020].

LAURENCEAU, Stéphane and TARDY, Lionel, 2012. Les licences Creative Commons, c'est quoi ? *Point Barre* [online]. Lausanne: Couleur3, 20 October 2012. Retrieved from: <http://www.rts.ch/couleur3/programmes/point-barre/4328563-point-barre-du-20-10-2012.html> [accessed 4 February 2015].

If it's a documentary and there is no program name, prefer the **Audio/Video Recording template** (below).

## Audio/video recording

An audio or audiovisual document such as a podcast, a video published online or recorded on a DVD.

Information to be provided:

1. Author (can be the name of a chain)
2. Date of publication
3. Title of the video
4. Name of the studio or channel (if available)
5. URL

LAST NAME, first name, year. <i>Title of the video</i> [online]. Studio, full date. Retrieved from: URL [accessed day month year].
--

### Examples

BLENDER FOUNDATION, 2018. *Sintel* [online]. PeerTube, 25 October 2018. Retrieved from:  
<https://video.blender.org/w/2PcJe5aZqozRvH7MJ8BTmC>  
[accessed 3 February 2022].

URBAN, Tim, 2016. *Inside the mind of a master procrastinator* [online]. TED, 6 April 2016. Retrieved from:  
<https://www.youtube.com/watch?v=arj7oStGLkU> [accessed 1 January 2019].

A DVD or a video from a podcast can be described in the same way.

KAREL, William, 2007. *Opération lune = The dark side of the moon*. [DVD]. Arte, 2007.

## Book and e-book

A book compiles information on the subject. It is a format that lends itself well to the popularization of a complex subject.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title
4. Edition (if not 1st ed.)
5. Place of edition
6. Publishing house
7. Collection and number (if available)
8. ISBN
9. URL (for e-books)

### Reference model of a book

LAST NAME, first name, year. *Title*. Edition. Place: Publishing house. Collection, number. ISBN.

### Reference model of an e-book

LAST NAME, first name, year. *Title* [online]. Edition. Place: Publishing house. Collection, number. ISBN. Retrieved from: URL [accessed day month year].

### Examples of books

BRAMBILLA, Marco, CHBEIR, Richard, FRASINCAR, Flavius and MANOLESCU, Ioana (ed.), 2021. *Web engineering: 21st international conference, ICWE 2021*. Cham: Springer. Lecture notes in computer science, 12706. ISBN 978-3-030-74295-9.

RASPBERRY PI FOUNDATION, 2020. *The official Raspberry Pi Projects Book*. Cambridge, UK: Raspberry Pi Press. Official Raspberry Pi projects book, 5. ISBN 978-1-912047-70-3.



## Exemples of e-books

KAMANI, Soham, 2017. *Full stack web development with Raspberry Pi 3* [online]. Birmingham: Packt Publishing. ISBN 978-1-78829-589-5. Retrieved from: <https://hesge.scholarvox.com/reader/docid/88859364> [accessed 20 May 2022].

NAGY, Robert, 2022. *Simplifying application development with Kotlin multiplatform mobile* [online]. Birmingham, UK: Packt Publishing. ISBN 978-1-80181-258-0. Retrieved from: <https://hesge.scholarvox.com/catalog/book/docid/88926649> [accessed 20 May 2022].

If the rest of the book is not relevant, you can also quote/reference only one chapter. In this case, refer to the **Book Section** template.



## Software

Computer program used to produce or analyze data for scientific research.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Name of the software
4. Software version
5. Code repository (if available)
6. DOI or URL

### Software model (without URL)

LAST NAME, first name, year. *Name of the software* [software]. Version.  
Code repository. DOI.

### Software model (with URL)

Last name, first name, year. *Name of the software* [software]. Version.  
Code deposit. Retrieved from: URL [accessed day month year].

### Example

MASSON, Antoine, 2018. *Cost Calculator* [software]. Beta version 2.1. 23 October 2018. c4science. Retrieved from:  
<https://c4science.ch/source/costcalc/repository/master/> [accessed 20 December 2021].

## Web page

Publication put on line on a site and consultable thanks to a navigator.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of the web page
4. Title of the website
5. URL

LAST NAME, first name, year. Title of the web page. *Title of the website* [online]. Date of complete publication. Retrieved from: URL [accessed day month year].

### Examples

INSTITUT FÉDÉRAL DE LA PROPRIÉTÉ INTELLECTUELLE, 2014. Droit d'auteur. *Institut fédéral de la propriété intellectuelle*. [online]. 3 February 2014. Retrieved from: <https://www.ige.ch/fr/droit-dauteur.html> [accessed 12 March 2014].

KHOJANDI, Kyan, 2012. « C'est pas parce que tu mets une citation entre guillemets que ça te donne le droit de ne pas en citer la source ». *Twitter* [online]. 5 January 2012. Retrieved from: <https://twitter.com/kyank/status/197336333314834433> [accessed 23 February 2015].

It is important to quote a **specific web page and not the entire website** so that readers can find the information easily.

If you have **more than one date available** (e.g. the publication date and the modification date), choose **the most recent one** for publication.

If the **date is not clearly indicated** in the document, try to find an approximate date, e.g.: **[2021?]**. As a last resort, you can exceptionally mention that there is no date by adding [no date] after the name and surname.

**Blog posts, social media posts or any other publication left on a web page** can be described with this template.

## Presentation

Support for a presentation (slides or other) made during a gathering (conference, meeting, assembly, training ...) and put online afterwards.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of the presentation
4. Title and location of meeting (or course)
5. URL (if electronic)

LAST NAME, first name, year. *Title of presentation* [online]. Title of the meeting, Location. Full date. Retrieved from: URL [accessed day month year].

### Example

MAZARAKIS, Athanasios and PETERS, Isabella, 2016. *Digging conference tweets and finding topical foci, pictures, and gender disparities* [online]. Open Science 2.0 Conference, Cologne. 3 May 2016. Retrieved from: [https://www.open-science-conference.eu/wp-content/uploads/2016/05/07\\_Mazarakis\\_Peters\\_-\\_Digging\\_Conference\\_Tweets\\_and\\_Finding\\_Topical\\_Foci\\_Pictures\\_and\\_Gender\\_Disparities.pdf](https://www.open-science-conference.eu/wp-content/uploads/2016/05/07_Mazarakis_Peters_-_Digging_Conference_Tweets_and_Finding_Topical_Foci_Pictures_and_Gender_Disparities.pdf) [accessed 20 April 2017].

This template is used in particular for presentations made during the course of a meeting or in a public meeting, and which have not necessarily been validated before being put online.

## Report

Official document issued after investigating a situation or event, or reporting on the process, progress and/or the results of a project

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of the report
4. Place of publication and institution
5. Series and number (if available)
6. URL (or DOI<sup>4</sup>)

LAST NAME, first name, year. *Title of report* [online]. Place: Institution. Series: number. Retrieved from: URL [accessed day month year].

Example

OECD, 2019. *How are PISA results related to adult life outcomes?* Paris: OECD. PISA in focus, 102. DOI [10.1787/7b60595e-en](https://doi.org/10.1787/7b60595e-en).

Use this template for **standards or technical reports**:

ISO, 2021. *Information and documentation — Guidelines for bibliographic references and citations to information resources* [online]. Genève: International Organization for Standardization. ISO 690:2021. Retrieved from: <https://www.iso.org/standard/72642.html> [accessed 3 February 2022].

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<sup>4</sup> The DOI (Digital Object Identifier) is a sequence of characters similar to a URL assigned to an online publication and allowing it to be identified in a permanent and unique way. It systematically begins with "DOI: 10.----/...".

## Statistics and data

Data produced by researchers in the course of their research or by an organization in the course of its activities, the analysis of which makes it possible to gather elements of answers.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of data
4. Data version (if available)
5. Data publishing platform
6. DOI, URL or other identifier (prefer DOI<sup>5</sup>)

LAST NAME, first name, year. *Data title* [online]. Version. Complete date. Publication platform. Retrieved from: URL [accessed day month year].

### Example

GAUDIAUT, Tristan, 2021. *La flambée boursière des géants du luxe* [online]. 26 May 2021. Statista. Retrieved from: <https://fr.statista.com/infographie/24917/evolution-capitalisation-boursiere-grands-groupes-industrie-du-luxe/> [accessed 26 April 2022].

FEDERAL STATISTICAL OFFICE, 2023. *Graduates of universities of applied sciences and universities of teacher education by year, institution, field of study, level of graduation and sex*. Online. Federal Statistical Office. Retrieved from : <https://www.bfs.admin.ch/asset/en/26505865> [accessed 8 August 2023].

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<sup>5</sup> The DOI (Digital Object Identifier) is a sequence of characters similar to a URL assigned to an online publication and allowing it to be identified in a permanent and unique way. It systematically begins with " DOI : 10.----/...».

## Thesis, dissertation

Document written by one or more students for the purpose of obtaining a degree.

Information to be provided:

1. Author(s)
2. Date of publication
3. Title of work
4. Place and name of the institution
5. Type of work
6. URL

LAST NAME, first name, year. <i>Title of work</i> [online]. Type of work. Place: Institution. Retrieved from: URL [accessed day month year].
--

### Examples

ESSAIDI, Laura, 2020. *How can the city of Querétaro in Mexico adopt a more sustainable solid waste management system from an economical and environmental standpoint?* [online]. Bachelor thesis. Genève: Haute école de gestion. Retrieved from: <https://sonar.rero.ch/global/documents/315103> [accessed 3 February 2022].

MORESINO, Francesco, 1999. *Stochastic optimization: numerical methods* [online]. Doctoral thesis. Genève: Université de Genève. Retrieved from: <https://arodes.hes-so.ch/record/1> [accessed 3 February 2022].

SANTOS, Anouk, 2020. *Données de la recherche: cadre juridique et licences* [online]. Master thesis. Genève: Haute école de gestion. Retrieved from: <https://sonar.rero.ch/global/documents/315159> [accessed 3 February 2022].

This model can be used to describe bachelor's, master's or doctoral theses.

## Generic template

Any document whose type does not match any other entry in this guide.

This generic template is to be used as a last resort, if the document you have in front of you does not match any of the document types listed in this guide.

Information to be provided:

1. Author (can be an institution)
2. Date of publication
3. Title of the document
4. Place and Institution publishing the document
5. URL (if it is an electronic document)

LAST NAME, First name, Year. *Title of document* [online]. Place: Institution. Date of full publication. Retrieved from: URL [accessed day month year].

### Examples

FUTURLEARN, 2015. *The crowdsourced guide to learning* [online]. FuturLearn. Retrieved from: [https://ugc.futurelearn.com/other\\_assets/learning-guide/the-crowdsourced-guide-to-learning.pdf](https://ugc.futurelearn.com/other_assets/learning-guide/the-crowdsourced-guide-to-learning.pdf) [accessed 17 December 2021].

INFOTHÈQUE HEG, 2023. *REF guide: practical guide to citing and referencing sources* [online]. 27 February, 2023. Genève: Infothèque HEG. Retrieved from: <https://www.hesge.ch/heg/sites/default/files/infotheque/guide-ref-infotheque-en.pdf> [accessed 10 February 2023].

If this model is not suitable either (e.g. **law or exhibition catalog**). Our contact details are on the last page of this guide.



Good practices  
for  
citing sources

## Why cite your sources?

An author's work is protected by copyright by default (automatically). The author is not required to take any further steps. The copyright law provides that the author "has the exclusive right to decide whether, when, how and under what author's designation his own work is published for the first time." (Swiss Confederation 2022, art. 9 al. 2), but once the work has been made available, the law allows reuse for quotation purposes:

« <sup>1</sup> Published works may be quoted if the quotation serves as an explanation, a reference or an illustration, and the extent of the quotation is justified for such purpose.

<sup>2</sup> The quotation must be designated as such and the source given. Where the source indicates the name of the author, the name must also be cited.» (Swiss Confederation 2022, art. 25)

There are two ways to cite your sources:

- **exact quotation** using quotation marks

« La formalisation d'une cartographie des métiers et des emplois devient alors un passage fondamental dans la construction de la démarche de GPEC [...] » (Bernier, Grésillon 2012, p. 75)

- **paraphrase** in your own words

An essential step when formalizing a Human Capital Management system is to compile a register of the organization's professions and jobs (Bernier, Grésillon 2012)

**Caution:** in both cases, you must cite your sources.

Never forget that you are not writing for yourself! You must cite your sources to...

1. give credit to the authors of the documents you have used
2. provide readers with something to read further if they are interested in the topic,
3. demonstrate that you are knowledgeable about the topic, as you are familiar with the published work in the field,
4. distinguish your personal contributions from external contributions on which you have relied,
5. highlight the originality of your work.

## What a reference list is and what it is not

**A reference list is the detailed list of references that are cited in your work.** It allows:

1. people who validate your work to check your sources,
2. readers interested in the subject to go further by consulting your sources.

Citation calls, which according to the instructions in this guide<sup>6</sup> take the form (Smith 2019) in the text, are used to link to the full reference in the reference list. It is from the reference that readers will search for the document. Therefore, the bibliographic reference must be correct and complete.

All citations in the text must refer to the complete reference in the reference list. The same publication can be cited several times in the text, but it will only appear once in the reference list, because it is always the same document.

On the other hand, every entry in the reference list corresponds to an in-text citation.

**A reference list is not** a list of everything you have read in your work. It contains only the documents that you have cited in the text.

A reference list should not be divided by type of document, as this creates several alphabetical lists (one per type of document), making it difficult for readers to find a reference from the citation read in the text.

Alternatively, if you have interesting publications that you would like readers to know about, but you have not cited them, you can create an additional section entitled, for example, "Other Interesting Reading" to list them.

---

<sup>6</sup> Other systems are available. See the HEG Recommended Citation System section for more information.

## What we cite and what we don't cite

Some information you collect during the course of an assignment should not be cited in the document you write.

### Cite...

- documents from which you have drawn leads or methods used in your work
- Documents from which you have taken a sentence or paragraph or paraphrased (indicate the **specific page** from which the quotation you took came).
- Documents from which you have drawn figures, images or data used in your work (indicate the **specific page** from which the figures/data came).
- This applies **even if the document is confidential** (and therefore inaccessible to readers)!

### Don't cite...

- facts and general knowledge: when you write  $E = mc^2$ , there is no need to cite the article in which Albert Einstein published this formula.
- oral communications, e-mails and other personal communications, as there is no way for the person reading your work to refer to them (**to be credited** in the acknowledgements).
- drafts or unfinished versions of a document, as the content may still change (**to be credited** in the acknowledgements)
- documents that were not useful for your work.
- documents that you have not read.
- content generated by generative AI (**to be mentioned** in footnotes, see pp. 40-42).

## HEG citation system

### Author-date system

There are more than 10'000 citation styles. The one you must use during your studies at the HEG is based on the **ISO 690 standard** (ISO 2021), according to a system called "author-date".

In this system, two elements are used to make the link between the citation inserted in the text and the reference provided in the reference list at the end of the document:

- **the author(s)**
- **year of publication**

The reference list is also arranged in alphabetical order by the last name of the first author. The "author-date" system is thus the most explicit for readers who can directly identify the source and date of the information in the text without having to refer to the reference list at the end of the document.

The templates provided in this guide, as well as the in-text citation instructions, are based on this standard.

### Other citation systems

Many other citation systems exist. Unless specifically asked to use a different system, always use the HEG citation system for your studies at HEG.

The "**numerical**" system involves inserting numerical citation calls instead of the author and date. This takes up little space in the text, but it does not provide any information on the source. Readers are therefore obliged to go back and forth between the text and the reference list. References are listed in the order in which they appear in the text.

The "**footnote**" system adds the citation calls as a superscript, but the reference (full or partial) is added at the bottom of the page or at the end of the chapter, which takes up a lot of space, in addition to mixing references and comments. The reference list, in alphabetical order, includes the complete reference, which duplicates the footnote.

## How to cite in the text

This is what is expected of you! Below is an example of the different forms that citation calls take in a text. The complete reference list is presented on the next page.

If forgetting is necessary, it is possible to anchor memories in the memory through repetition (Ebbinghaus 1913; cited by Murre and Dros 2015). In the classroom, for example, students do not learn only from the teacher. Several studies have shown how classmates can also play an important role in learning (Smith et al. 2009; Vygotsky 1978).

In addition, taking notes by hand would be beneficial, as « students using laptops [are] more likely to take verbatim notes than participants who [write] by hand, which [hinders] learning. » (translated from Mueller and Oppenheimer 2014, p. 1166). Although it makes learning more difficult, « synthesizing and summarizing content rather than transcribing it verbatim can serve as a desirable challenge. » (translated from Mueller and Oppenheimer 2014, p. 1167).

Other interesting avenues exist, inside and outside the classroom, such as gamification (Reichler 2016), use a pedagogical device to encourage exchanges with students and thus the co-construction of their knowledge <sup>7</sup>, build a "Leitner Box" for yourself (Case 2018a ; 2018b) or use the library as another place of learning, as advocated by Lankes (2017, pp. 31, 52, 69).

### Acknowledgements

Thank you to my supervisor for sharing his thoughts and introducing me to the instructional devices he and his team are currently working on.

---

<sup>7</sup> From a discussion with my supervisor, February 10, 2023.

## How to write the reference list

The following is an overview of the complete reference list related to the citation calls presented on the previous page.

### Reference list

**CASE, Nicky, 2018a.** *Leitner Bök* [online]. 25 October 2018. Retrieved from: <https://ncase.me/remember/pdf/leitner.pdf> [accessed 10 June 2023].

**CASE, Nicky, 2018b.** How to remember anything forever-ish. *It's Nicky Case!* [online]. October 2018. Retrieved from: <https://ncase.me/remember/> [accessed 10 June 2023].

**EBBINGHAUS, Hermann, 1913.** *Memory: a contribution to experimental psychology* [online]. New York: Teachers College Press. Retrieved from: <https://archive.org/details/memorycontributi00ebbiuoft/page/n5/mode/2up> [accessed 10 June 2023].

**LANKES, R. David, 2017.** *The new librarianship field guide*. Cambridge, MA: MIT Press. ISBN 978-0-262-52908-2.

**MUELLER, Pam A. and OPPENHEIMER, Daniel M., 2014.** The pen is mightier than the keyboard: advantages of longhand over laptop note taking. *Psychological science*. 2014. Vol. 25, no. 6, pp. 1159-1168. DOI 10.1177/0956797614524581.

**MURRE, Jaap M. J. and DROS, Joeri, 2015.** Replication and Analysis of Ebbinghaus' Forgetting Curve. *PLOS ONE*. 6 juillet 2015. Vol. 10, no. 7, pp. e0120644. DOI 10.1371/journal.pone.0120644.

**REICHLER, Fantin, 2016.** *Autoformation à l'information literacy par la gamification* [online]. Bachelor thesis. Genève: Haute école de gestion. Retrieved from: <https://sonar.ch/global/documents/314808> [accessed 10 June 2023].

**SMITH, M. K., WOOD, W. B., ADAMS, W. K., WIEMAN, C., KNIGHT, J. K., GUILD, N. et SU, T. T., 2009.** Why peer discussion improves student performance on in-class concept questions. *Science*. 2 January 2009. Vol. 323, no. 5910, pp. 122-124. DOI 10.1126/science.1165919.

**VYGOTSKY, Lev S., 1978.** Interaction between learning and development. In: *Mind in society: the development of higher psychological processes*, pp. 79-91. Cambridge (Mass.): Harvard University Press. ISBN 978-0-674-57628-5.

## Tips for citation calls and reference list

Here is an overview of the main rules to apply to properly cite your sources.

**If there are 3 authors maximum**, all of them are cited.

### In-text citation

« With the assumption that the network majority (>51%) is honest » (Badr, Horrocks, Wu 2018, p. 9), the bitcoin system allows patrons to validate daily transactions based on the rules of the protocol.

### Entry in the reference list

**BADR, Bellaj, HORROCKS, Richard, WU, Xun (Brian)**, 2018. *Blockchain by example*. Birmingham: Packt Publishing. ISBN 9781788475686.

**More than 3 authors**, only the first is listed, followed by « et al. ».

### In-text citation

« The aim is to identify the extent to which strengths and weaknesses are relevant to, or capable of dealing with, the changes taking place in the business environment. » (Whittington et al. 2020, p. 112).

### Entry in the reference list

**WHITTINGTON, Richard, et al.**, 2020. *Exploring strategy: text and cases*. Twelfth edition. Harlow: Pearson. ISBN 9781292282459.

**If the author is an institution (company, organization, etc.)**, the citation is made on behalf of the institution.

### In-text citation

The proportion of the Swiss population (74%) aware of the reuse of data linked to cookies is almost equivalent to that of the countries of the European Union (72%) (OFS 2022).



### Entry in the reference list

**OFS, 2022.** *Enquête sur l'utilisation d'Internet 2021: usages d'Internet et données personnelles* [online]. Neuchâtel: Office fédéral de la statistique. Retrieved from: <https://www.bfs.admin.ch/bfs/fr/home/statistiques/culture-medias-societe-information-sport/enquetes/omn2021.assetdetail.23225195.html> [accessed 1 February 2023].

**If there is no author, but a person who has coordinated the writing (scientific editor), the citation is made as for the authors.**

### In-text citation

« The "sharing economy", the idea that certain products should be free (the common goods), and the free playing of digital products (zero marginal cost) have transformed the current ecosystem of communication and digital leisure » (**Álvarez-Monzoncillo** 2023, p. 1).

### Entry in the reference list

**ÁLVAREZ-MONZONCILLO, José M. (ed.),** 2023. *The dynamics of influencer marketing: a multidisciplinary approach*. London, United Kingdom: Routledge. ISBN 9780367678906.

**If there is no real author, as in the case of Wikipedia, consider Wikipedia as author.**

### In-text citation

« Sustainability is a social goal about the ability of people to co-exist on Earth over a long time. Specific definitions of this term are difficult to agree on. They have varied with literature, context, and time » (**Wikipedia** 2023).

### Entry in the reference list

**WIKIPEDIA, 2023.** Sustainable development. *Wikipedia: the free encyclopedia* [online]. Last modification of the page on the 23rd of June 2023 at 11:24. Retrieved from: [https://fr.wikipedia.org/wiki/D%C3%A9veloppement\\_durable](https://fr.wikipedia.org/wiki/D%C3%A9veloppement_durable) [accessed 27 June 2023].

## The year of publication does not appear in the document.

An approximate year **must be indicated** in the citation bracket according to this formula.

### In-text citation

« At the heart of a unique international crossroads, HEG-Genève (School of Business Administration – Geneva) is ideally positioned to offer a bachelor's degree in International Business Management » (HEG [2022?]).

### Entry in the reference list

HEG, [2022?]. International Business Management: programme overview. *HEG – Genève* [online]. [2022?]. Retrieved from: <https://www.hesge.ch/heg/en/education/bachelors/international-business-management#programme-overview> [accessed 29 January 2023].

## Different documents were published in the same year by the same author.

A lower case letter is added after the year to distinguish the different documents cited.

### In-text citation

Today, social networks have become essential, both for the social life of teenagers (Pisani, Piotet 2011) and for personal branding in the business world (Delcroix 2012a). However, some of the over 40s remain reluctant to use these tools. According to Delcroix (2012b, p.62) :

« Je me rends compte que nous avons tous été baignés depuis notre enfance (je parle des plus de 40 ans) dans un monde où nous faisons référence [...] au roman 1984 de George Orwell. »

### Entry in the reference list

DELCROIX, Eric, 2012a. *LinkedIn*. Montreuil: Pearson. ISBN 978-2-7440-9493-4.

DELCROIX, Eric, 2012b. *Les réseaux sociaux sont-ils nos amis ?* Paris: Le Muscadier. Le choc des idées. ISBN 979-10-90685-04-8.

## Foreign Language Quote

The practice is that foreign language quotations can be included in the text if the reader is able to understand the language of the quotation. If this is not the case, a translation of the quotation must be provided.

- If a published translation of the text exists, you must quote the existing translation, mentioning the translated document as a reference.
- If no translation of the text exists, you must translate the quotation yourself, mentioning that it is your own translation, indicating this in brackets:

(**transl. from** Dupont et al. 2023)

## Editing a quote

It may be necessary to change elements in a quotation. Most often, it is a matter of conforming to the rules of punctuation or concordance of tenses, or of omitting a part of the selected passage. Any changes should be highlighted in square brackets so that the reader is aware of the change.

### Original sentence

Plagiarism consists in taking someone else's words or ideas and presenting them as your own.

### Integration of a modification in the text

We previously mentioned that « **[p]**lagiarism consists in taking someone else's words or ideas and presenting them as **[being]** your own. »

### Modification of a part of the text

He however knew that « **[p]**lagiarism consist**[ed]** in taking someone else's words or ideas and presenting them as **[being]** your own. »

### Omission of a part of the text

« Plagiarism consists in taking someone else's words or ideas **[...]** »

## Citation of citation or secondary citation

To quote a sentence from a document cited in another document, it is advisable, as far as possible, to refer to the original text and to cite it if you have been able to consult it. If this is not possible, you should cite the document consulted, from which the quotation is taken, as well as the original document.

### In-text citation

« We are in the midst of a massive demographic transformation on our planet – a shift from linguistic and cultural diversity toward linguistic and cultural homogeneity » (Whaley 2003 ; **cited in Croisy 2014**, p. 6).

### Entry in the reference list

Both documents are then listed in the reference list. In this example:

CROISY, Sophie [ed.], 2014. *Globalization and "minority" cultures: the role of "minor" cultural groups in shaping our global future*. Leiden: Brill. ISBN 9789004282070.

WHALEY, Lindsay, 2003. The future of native languages. *Futures*. September 2003. Vol. 35, no. 9, p. 961.

## Internal or confidential document quotation

Any document in its final version must be cited even if it is an internal or confidential document. This excludes drafts and preliminary versions of a document.

Of course, you must have permission to use the information you wish to cite. Readers should then be informed that the document is not accessible.

EVIL CORP, 2020. *Plan to take over the world*. Gotham City : Evil Corp. **[confidential document]**

## Image, graphic, diagram

If the law authorizes the use of excerpts from a text, this is not possible for an image, because the latter is considered a work in its own right (and not an excerpt from the work in which it is inserted).

In addition to the citation of the source, the reuse of images requires the authorization of the rights holders. To determine who to ask for permission, look for the **copyright notice, often indicated by a ©**.

### Image subject to authorization

If you obtain permission from the rights holders to reproduce an image, indicate this in the caption below the image with the copyright information.

Example of a caption to be added below the image (not in the reference list):

© Infothèque HEG 2022. Reproduction authorized

### Image under free license

Some creators give their consent to reuse their work at the time of release by choosing to publish it under a Creative Commons license.

If you reuse an image under a Creative Commons license, you should give a little more information so that interested readers can find the image in question:

- the license
- the author or rightful owner
- the date
- title
- URL where the original work can be found

Example of a caption to be added below the image (not in the reference list):

CC BY Infothèque HEG, 2023. *Hausse de la fréquentation de l'Infothèque après l'entrée dans les nouveaux locaux.*  
<https://www.hesge.ch/heg/campus/infotheque/stats21-24.svg>

## Find images under free license

Here are 3 platforms (among others) where to find images under Creative Commons license:

<https://creativecommons.org> (click on *Search for CC images*)

<https://commons.wikimedia.org>

<https://flickr.com> (filter by license after running a search)

## Image from a document

If you use an illustration (diagram, graph, image) from a document, cite the source in the caption of the figure after obtaining permission from the rights holders to reproduce it in your work.

Here's an example of how it looks.

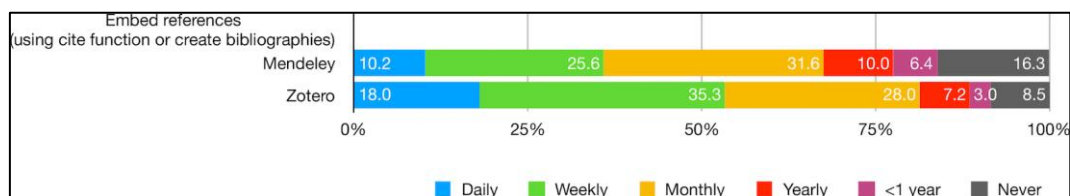


Figure 1: Comparaison des pratiques d'ajouts de références chez les utilisateurs de Mendeley et de Zotero (Chen et al. 2018)

In this case, the complete reference (see below) can be found in the reference list.

CHEN, Pei-Ying, HAYES, Erica, LARIVIÈRE, Vincent et SUGIMOTO, Cassidy R., 2018. Social reference managers and their users: a survey of demographics and ideologies. *PLOS ONE*. 11 juillet 2018. Vol. 13, no 7, p. e0198033. DOI [10.1371/journal.pone.0198033](https://doi.org/10.1371/journal.pone.0198033).

## Redrawn graphics

Sometimes the graphic you are interested in isn't published under a free license and you can't get permission from the copyright holders.

There is one last option if the graph is not too complex: redraw the graph yourself using the data presented.

The graph below was created in Excel from the data shown in Fig. 1A of the article cited in the caption.

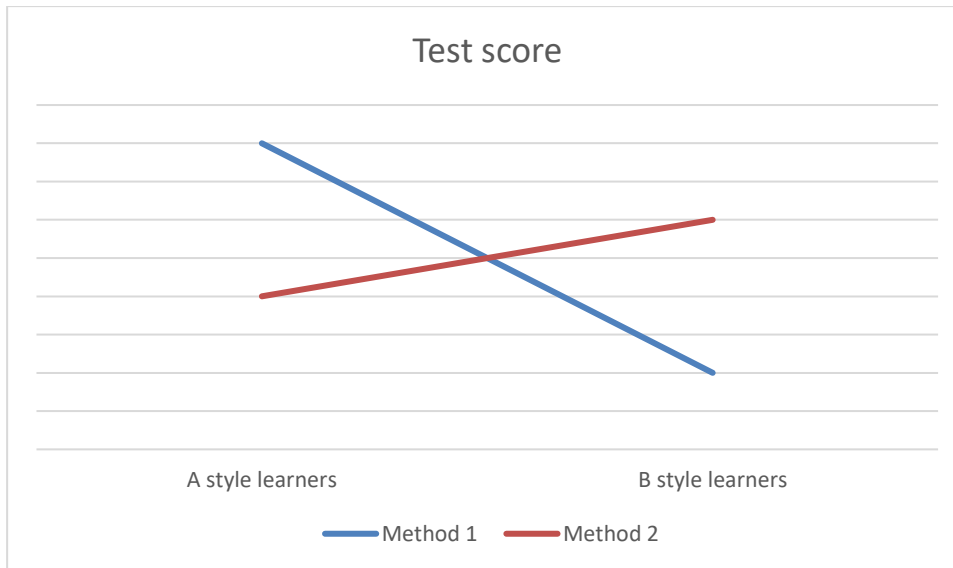


Figure 2: Example of a graph showing acceptable evidence for the existence of a learning style according to Paschler, McDaniel, Rohrer and Bjork. Graph reproduced from Fig. 1A of (Pashler et al. 2008).

The full reference of the article from which the graph is taken must, of course, appear in the reference list.

PASHLER, Harold et al., 2008. Learning Styles: Concepts and Evidence. *Psychological Science in the Public Interest*. Vol. 9, no. 3, pp. 105–119. DOI [10.1111/j.1539-6053.2009.01038.x](https://doi.org/10.1111/j.1539-6053.2009.01038.x).

The law on copyright provides for an educational exception, valid for students as well as teachers, which exempts you from obtaining the authorization of the rights holders to reuse content protected by copyright (LDA art. 19 al. 1 let. b), if you respect the 2 following conditions:

- 1. the source is cited,**
- 2. the document does not leave the classroom.**

If you have generated an image using AI, please refer to p. 42.

## Acknowledge the use of generative artificial intelligence

### Should ChatGPT be cited and the discussion referenced in the reference list?

Even if it is now possible to obtain the "permanent" URL of a discussion, it does not meet the definition of a document.

If you ask ChatGPT the same question several times, it will give you several different answers. Furthermore, as OpenAI takes no responsibility for the content generated, it cannot be considered as the author.

Finally, it's important to remember that generative AI is a tool: it doesn't think or understand what it's writing.

**You should therefore not cite a discussion with a generative AI as a document**, and you should not mix it up with the published documents cited in the text.

### If you don't quote ChatGPT, isn't that plagiarism?

Don't mix up "quote" and "credit". The documents you cite must be referenced in the reference list. Contributions that you credit may be **mentioned in a footnote** and may appear in the acknowledgements (see p. 28).

***Your Content.** You may provide input to the Services (“Input”), and receive output from the Services based on the Input (“Output”). Input and Output are collectively “Content.” You are responsible for Content, including ensuring that it does not violate any applicable law or these Terms. You represent and warrant that you have all rights, licenses, and permissions needed to provide Input to our Services.*

***Ownership of Content.** As between you and OpenAI, and to the extent permitted by applicable law, you (a) retain your ownership rights in Input and (b) own the Output. We hereby assign to you all our right, title, and interest, if any, in and to Output.”*

(OpenAI 2023)



That said, even if it's not plagiarism, **using ChatGPT without any mention is a fraud**, just as serious as plagiarism!

It is similar to **ghostwriting** or **ghost authorship**, i.e. having someone else write your work and put your name on it (Woolley et al. 2013).

### **How can we indicate that ChatGPT has been used?**

Currently, there are three options for crediting the use of generative AI in academic work while respecting the fundamental principles of scientific integrity, which are reliability, honesty, respect and responsibility (Aebi-Müller et al. 2021).

#### Basic form

The simplest form of crediting the contribution of a generative AI is to indicate **in a footnote** how and why it was used on the model below.

Answer generated by GPT-4, OpenAI. Prompt used: 'How do I implement a sort function in Python?' [accessed 18 January 2024].

#### Expanded form with reference to an appendix

If your teacher requires you to provide the conversation, then copy and paste it as an appendix and indicate this **as a footnote**.

Answer generated by GPT-4, OpenAI. Prompt used: 'How do I implement a sort function in Python?' [accessed 18 January 2024]. See appendix 4.

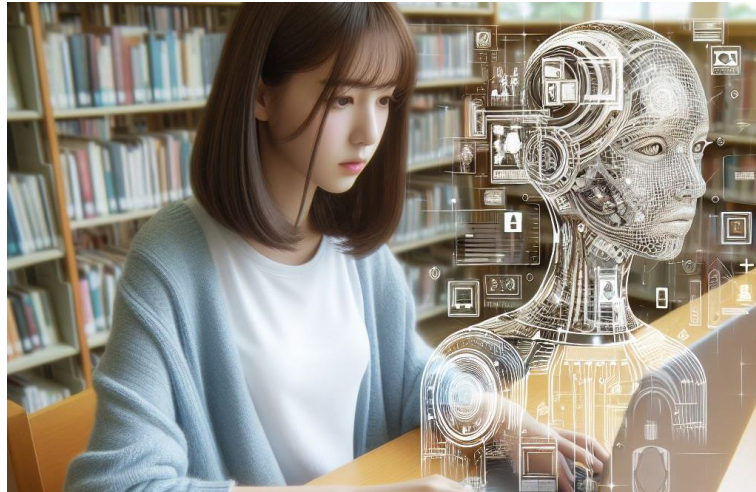
#### Expanded form with URL

If you are able to provide a persistent URL, you can provide it **in the footnote**. It is then not necessary to append the conversation.

Answer generated by GPT-4, OpenAI. Prompt used: 'Quelles ont été les principales sources utilisées pour entraîner ChatGPT-2 ?'  
<https://chat.openai.com/share/8f126bd3-4960-4435-9498-c0b3b5567f16> [accessed 20 February 2024].

## How do I mention that a picture has been generated by an AI?

The rule and form for crediting an AI-generated picture are the same as for text. You must credit the use of AI **in the caption of the picture**.



Picture generated by Copilot, Microsoft. Prompt used: 'Can you generate a picture of a girl, sitting in a library, using AI to generate an image to illustrate her assignment?' [generated on 28 march 2024].

### Summary

Generative AIs are tools. Content generated with these tools are therefore not cited as documents.

These contributions should be credited as footnotes or in the caption of the picture.

## Bibliographic management software

Many reference management software solutions exist. If you don't already use one, we recommend using the freeware Zotero which is available at : <https://zotero.org> . Zotero works on Windows, MacOS, GNU/Linux as well as iOS and the Infothèque is able to provide support on how to use it.

This type of software allows you to easily:

- collect / import references,
- generate a reference list,
- cite your sources in the text.

**Caution:** it is important to check that the references automatically recorded by Zotero are correct and complete. The data it retrieves is not always complete – especially for webpages. If necessary, correct them directly in Zotero.

Setting up your software:

1. install Zotero
2. install the connector for your web browser
3. check that the Zotero tab appears in your word processor
4. add Haute école de gestion de Genève (ISO-690) to the citation styles in Zotero
5. set it as default style

Once you have completed these steps, you are ready to work.



See our Zotero guide for more details on how to use the software: <https://cest.la/guide-zotero>

## References cited in this guide

AEBI-MÜLLER, Regina E. et al., 2021. *Code d'intégrité scientifique* [online]. Berne : Académie suisse des sciences. Retrieved from: <https://zenodo.org/record/4710639> [accessed 8 February 2024].

ISO, 2021. *Information and documentation — Guidelines for bibliographic references and citations to information resources* [online]. Geneva: International Organization for Standardization. ISO 690:2021. Retrieved from: <https://www.iso.org/standard/72642.html> [accessed 16 February 2023].

OPENAI, 2023. Terms of use. *OpenAI* [online]. 23 November 2023. Retrieved from: <https://openai.com/policies/terms-of-use> [accessed 6 February 2024].

SWISS CONFEDERATION, 2022. *Federal Act on Copyright and Related Rights* [online]. RS 231.1. Retrieved from : [https://www.fedlex.admin.ch/eli/cc/1993/1798\\_1798\\_1798/en](https://www.fedlex.admin.ch/eli/cc/1993/1798_1798_1798/en) [accessed 26 June 2023].

WOOLLEY, Karen L. et al., 2013. Time to finger point or fix? An invitation to join ongoing efforts to promote ethical authorship and other good publication practices. *The Annals of Pharmacotherapy*. Vol. 47, no 7-8, pp. 1084-1087. DOI [10.1345/aph.1S178](https://doi.org/10.1345/aph.1S178).

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## Contact us

If you need help at any stage of your work, contact us!



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