

TOUR GUIDE CERTIFICATION PROCEDURE IN THE RUNDĀLE PALACE MUSEUM

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No. 1.1.-3/4

Issued in accordance with Clause 2 of Paragraph
One of Section 72 of the Public Administration
Structure Law

1. General provisions

Tour guides/group leaders (hereinafter referred to as “tour guides”) who lead or plan to conduct excursions in the Rundāle Palace Museum complex - in the Museum's expositions, in the palace park and in the territory that forms the unified Rundāle Palace ensemble (hereinafter referred to as the “Museum”) - are subject to the certification of tour guides (hereinafter - “certification”).

2. The main tasks of the certification

- 2.1. To improve and supplement the knowledge of tour guides about the history of the Museum and the principles of restoration, to prevent the provision of misleading and false information to tourist groups.
- 2.2. To create a database of tour guides, to promote cooperation and regular exchange of information with tour guides, thus improving the quality of the provided service - the tour guide narration.

3. Establishment and responsibilities of the Certification Commission

- 3.1. A Certification Commission, consisting of Museum specialists, is set up to organize the certification. The Certification Commission shall be established and shall terminate its activities by the order of the Director of the Museum.
- 3.2. The Certification Commission prepares the test questions and develops a daily plan for a more successful certification process.
- 3.3. The Certification Commission evaluates the answers and decides on the certification.
- 3.4. The Certification Commission annually updates the re-certification procedure and test topics by placing information on the Museum's website.

4. Certification time

- 4.1. The start and end dates of the certification are determined by the order of the Director of the Museum.

5. Certification process and obtaining a certificate

- 5.1. The certification process comprises a knowledge test in 2 parts - in writing (answering questions) and orally (in the form of narration in front of a group with narrated exhibition spaces chosen in a draw).
- 5.2. Each part of the exam is taken on a separate day.
- 5.3. Tour guides take the test in situ at the Museum in the presence of the members of the Certification Commission by applying in advance by phone 63962197 or e-mail: gidi@rundale.net, and bringing two (3*4 cm) photos with them.
- 5.4. Written part:

- 5.4.1. The tour guide arrives for the written test on their preferred working day within the Museum's working hours. The test is opened and the answers must be recorded by the tour guide.
- 5.4.2. The tour guide is allocated 3 hours to prepare answers to the questions.
- 5.4.3. The use of notes, textbooks, and teaching aids, as well as mobile phones and other means of communication is not permitted during the test.
- 5.4.4. The written part of the test is considered passed if the tour guide has answered at least 70% (seventy percent) of the questions (Appendix No. 1).
- 5.5. Oral part:
 - 5.5.1. Exam dates are published on the Museum's website at www.rundale.net no later than two weeks before the scheduled test and must be booked in advance.
 - 5.5.2. Groups with the desired number of up to 20 participants are formed for the test.
 - 5.5.3. Each guide chooses a specific exhibition space for the narration in a draw.
 - 5.5.4. The oral part of the test is commented on and supplemented on-site, allowing other group members the opportunity to listen to it as a study tour.
 - 5.5.5. The oral part of the test is considered passed if the tour guide's narration is based on the Museum's website www.rundale.net and information available in printed publications issued by the Museum.
- 5.6. The certificate is issued on a special form, stamped with the seal of "Rundāle Palace Museum" and signed by the Director of the Museum. Each certificate is given a serial number and is entered on the Certificate Record Form, which is signed by the recipient of the certificate.
- 5.7. In the event of a failed proficiency test, the tour guide is given the opportunity to retake the proficiency test:
 - 5.7.1. The tour guide arrives for the written test on their preferred working day within the Museum's working hours.
 - 5.7.2. The tour guide arrives for the oral test by applying in advance to the contact person indicated on the Museum's website by phone: 63962197 or email: gidi@rundale.net.

6. Validity of the certificate and procedure for presentation

- 6.1. The certificate is issued for 3 (three) years.
- 6.2. When booking a tour or visiting the Museum, the tour guide indicates the certificate number.
- 6.3. During the tour, the certificate must be affixed in a visible place, otherwise the Museum's specialists have the right to ask for it during the tour.

7. Extending the validity of the certificate

- 7.1. Renewal of the certificate is a continuing certification process required to revise the knowledge of the tour guides and the validity of the certificate.
- 7.2. To receive the certificate repeatedly for the next 3 (three) years:
 - 7.2.1. all annual tour guide information days organized by the Museum must be attended.
- 7.3. If one of the tour guide information days has not been attended, it is necessary to pass the re-certification:
 - 7.3.1. write a description of the topic(s) that will be emailed to the tour guide.
- 7.4. If the certificate is not renewed before its expiry date:
 - 7.4.1. the certificate is revoked and the initial certification process must be completed.
- 7.5. The serial number of the new certificate shall not be changed and the certificate shall be valid from the day following the expiry date of the previous certificate.
- 7.6. When receiving a new certificate, the tour guide hands over the previous certificate.

8. Detection of infringements and revocation of the certificate

- 8.1. If the Museum staff find the tour guide insufficiently knowledgeable, this is documented by making an entry in the tour guide's portfolio. In case of repeated violations, the Museum has the right to cancel the tour guide's certificate, notify the tour company (if the tour company has made a tour guide reservation), as well as prohibit this tour guide from conducting excursions until the re-certification.

9. Final provisions

- 9.1. These internal rules enter force on 1 January 2021.
- 9.2. With the coming into force of this Regulation, the internal regulations No. 1.1.-2/18 "Procedures for certification of tour guides in the Rundāle Palace Museum", approved on 29 December 2016, shall expire.

Assessment of the written test

No.	Rating from 1 to 10	Definition	Cognitive tasks	Expiry date of the certificate
1.	8 – 10	Full understanding of the history of the Duchy of Courland; von Biron Family; history of Rundāle Palace and restoration of the palace; as well as art styles. Acquired in-depth knowledge of the main exposition; thematic exhibitions and the Rundāle Palace Museum Park; including the founding concept of the Rose Garden. Knows how to apply the acquired knowledge independently	Analysis, synthesis, evaluation, providing answers in the range of 70% and above	3 years
2.	5 - 7	Acquired fragmentary basic knowledge about Rundāle Palace and restoration; without a broader understanding of the history, architecture, art, and restoration themes of the palace; lacks the ability to link this knowledge with the Museum's main exposition and thematic exhibitions	Reproduction of basic knowledge up to 70%	The exam is not passed
3.	1 - 4	Acquired superficial knowledge of Rundāle Palace without skills to apply this knowledge in practice; lacks understanding of Rundāle Palace and its related facts	Incomplete reproduction of knowledge without understanding	