

**INTERNAL RULES**  
**In Rundāle Parish of Bauska Municipality**

**PROCEDURES FOR THE CERTIFICATION OF TOUR GUIDES IN THE  
RUNDĀLE PALACE MUSEUM**

22 February 2024

No. 1.1.-3/4

Issued pursuant to Section 72, Paragraph one,  
Clause 2 of the State Administration Structure Law

**1. General Provisions**

Tour guides/group leaders (hereinafter referred to as “tour guides”) who guide or plan to guide tours in the Rundāle Palace Museum complex which includes the main exhibition (the State Room complex, the Duke’s State and Private Apartments, the Duchess’s Apartments, hereinafter referred to as the “Main Exhibition”) and other exhibitions of the Museum, in the French garden of the palace, and also in the territory that forms the unified ensemble of the Rundāle Palace Museum (hereinafter referred to as the “Museum”) are subject to the certification of tour guides (hereinafter referred to as the “certification”).

**2. Main Tasks of the Certification**

- 2.1. To improve and supplement the proficiency of tour guides in the history and the principles of restoration of the Museum, 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 which is the tour guide narration.

**3. Establishment and Obligations of the Certification Commission**

- 3.1. The Certification Commission is established for organising the certification and it shall consist of specialists of the Museum, and also competent persons who are not employees of the museum and who are invited on a case-by-case basis. The Certification Commission shall be established and its operation shall be terminated by the order of the Director of the Museum.
- 3.2. The Certification Commission shall prepare the test questions and develop a day plan for more successful proceedings of the certification.
- 3.3. The Certification Commission shall evaluate the answers and decide on the certification.
- 3.4. The Certification Commission shall, as necessary, update the re-certification procedures, inserting the information on the website of the Museum.

#### **4. Proceedings of the Certification and Obtaining of the Certificate**

- 4.1. The certification shall consist of:
  - 4.1.1. the initial proficiency test in 2 parts, i.e. the written part (answering questions) and oral part (a narration in front of a group with the rooms of the main exhibition to be narrated chosen in a draw);
  - 4.1.2. a repeated proficiency test for tour guides requiring re-certification, i.e. in oral form in accordance with the provisions of Paragraph 6.3.1 of these rules.
- 4.2. Each part of the test is taken on a separate day.
- 4.3. Tour guides shall take the test by applying in advance by phone: 63962197, or e-mail: [gidi@rundale.net](mailto:gidi@rundale.net), also sending their photograph to this e-mail address; tour guides shall apply to the oral proficiency test also electronically by filling in the application form published on the website of the Museum [www.rundale.net](http://www.rundale.net).
- 4.4. The written part:
  - 4.4.1. the tour guide shall take the written proficiency test either by arriving at the Museum on their preferred working day within the working hours of the Museum, or by sending the answers electronically to the e-mail: [gidi@rundale.net](mailto:gidi@rundale.net). The test is opened and the answers must be entered by the tour guide himself or herself;
  - 4.4.2. the written part of the test is considered passed if the tour guide has provided answers to at least 90% (ninety per cent) of the questions (Annex 1).
- 4.5. The oral part:
  - 4.5.1. specific test dates shall be published on the website of the Museum [www.rundale.net](http://www.rundale.net) at least two weeks before the scheduled test and must be booked in advance by filling in electronically the application form published there;
  - 4.5.2. groups with the preferable number of up to 15 participants shall be formed for taking the test;
  - 4.5.3. each tour guide shall draw one ticket containing any specific room of the Main Exhibition for the narration; in addition to the narration regarding the rooms of the Main Exhibition, the tour guide shall provide summary information on the French garden of the palace and the exhibitions displayed in the Museum and list the topics which are researched and shown in exhibitions, emphasizing individual objects and facts of the exhibition which are of artistic and/or historical significance;
  - 4.5.4. the oral part of the test is commented on and supplemented on site, providing other members of the group with the opportunity of listening to it as a study tour;
  - 4.5.5. the oral part of the test shall be considered passed if the narration of the tour guide is based on the information available on the website of the Museum [www.rundale.net](http://www.rundale.net), and also in the printed publications published by the Museum and/or other official sources of literature.
- 4.6. The certificate shall be prepared on a special form, stamped with the seal of “Rundāle Palace Museum” and signed by the Director of the Museum. Each certificate shall be assigned a serial number and entered in the Certificate Record Form, signed by the recipient of the certificate thus attesting the receipt of the certificate.
- 4.7. In the event of a failed proficiency test, the tour guide shall be given the opportunity to retake the proficiency test:
  - 4.7.1. the tour guide shall send electronically answers to the Certification Commission to those questions to which incorrect or partially correct answers were provided initially;
  - 4.7.2. the tour guide shall arrive for the oral proficiency test by applying in advance with the contact person indicated on the website of the Museum by phone: 63962197, or by email: [gidi@rundale.net](mailto:gidi@rundale.net).

#### **5. Term of Validity and Presentation Procedures of the Certificate**

- 5.1. The certificate is issued for 3 (three) years.
- 5.2. When booking a tour or arriving at the Museum, the tour guide shall indicate the certificate number.
- 5.3. During the tour, the certificate must be affixed in a visible place, otherwise the specialists of the Museum have the right to ask for it during the tour.

## **6. Extending the Term of Validity of the Certificate**

- 6.1. Extending of the certificate is a continuous certification process required for renewing the proficiency of the tour guides and the term of validity of the certificate.
- 6.2. To receive the certificate repeatedly for the next 3 (three) years:
  - 6.2.1. all annual tour guide information days organised by the Museum must be attended;
- 6.3. If any of the tour guide information days has not been attended, re-certification shall be required:
  - 6.3.1. the tour guide must arrive for a repeated oral proficiency test by applying in advance with the contact person indicated on the website of the Museum by phone: 63962197, or by email: gidi@rundale.net..
- 6.4. If the certificate is not renewed before expiry of its term of validity:
  - 6.4.1. the certificate is revoked and the initial certification process must be completed.
- 6.5. The serial number of the new certificate shall not be changed and the certificate shall be valid from the day following expiry of the term of validity of the previous certificate.
- 6.6. When receiving a new certificate, the tour guide shall hand over the previous certificate.

## **7. Detection of Violations and Revocation of the Certificate**

- 7.1. If employees of the Museum find that the tour guide does not have sufficient proficiency and/or violates the rules of the Museum for tour guides and group leaders, it shall be documented, making an entry in the portfolio of the tour guide regarding the violation detected and also entering information in the profile of the tour guide in the e-reservation system of tour guides. In the event of repeated violations, the Museum has the right to revoke the certificate of the tour guide, notify the tour company (if the tour company has made a tour guide reservation), as well as prohibit this tour guide from guiding tours until re-certification of the tour guide.

## **8. Final Provisions**

- 8.1. These internal rules shall enter effect on 1 March 2024.
- 8.2. With the entering into effect of these rules, the internal rules No. 1.1.-3/4, Procedures for the Certification of Tour Guides in the Rundāle Palace Museum, approved on 20 May 2020, are repealed.

Director L. Lūse

## Assessment of the Written Test

N..	Explanation	Cognitive task	Term of validity of the certificate
1.	Full understanding of the history of the Duchy of Courland, the von Biron Family, the history of Rundāle Palace and the restoration of the palace as well as art styles. In-depth knowledge of the Main Exhibition of the Rundāle Palace Museum, other exhibitions, and the park of the palace, including the concept behind the creation of the Rose Garden of Rundāle Palace. Knows how to apply the acquired knowledge independently	Analysis, synthesis, assessment, providing answers in the amount of 90% and above	3 years
2.	Superficial and fragmentary basic knowledge about Rundāle Palace and restoration, without a broader understanding of the history, architecture, art, and restoration topics in relation to the palace, lack of the ability to link this knowledge with the Main Exhibition and other exhibitions of the Palace Museum, without skills to apply this knowledge in practice because there is no understanding of Rundāle Palace and the facts related thereto	Incomplete reproduction of the basic knowledge without understanding	Test not passed