

**GUIDE ACCREDITATION
IN KAUNAS NINTH FORT MUSEUM
PROCEDURE DESCRIPTION**

**CHAPTER I
GENERAL PROVISIONS**

1. The description of the procedure for the accreditation of guides (hereinafter, the Procedure Description) in the Kaunas Ninth Fort Museum (hereinafter, the Museum) establishes the procedure for the accreditation of guides who are not employees of the Museum and the issue of certificates confirming their professional training in the Museum.
2. The certificate confirming the professional training of guides to lead tours in the Museum (hereinafter, the Certificate) is issued to persons who have guide certificates issued by the Lithuanian State Tourism Department under the Ministry of Economy or the State Consumer Rights Protection Authority and are certified in the Museum. The Certificate grants and confirms the right to conduct tours in the Museum's permanent exhibitions, memorial complex, and temporary exhibitions.
3. Terms used in the Procedure Description:
 - 3.1. A guide is a person who has a guide certificate issued by the Lithuanian State Tourism Department under the Ministry of Economy or the State Consumer Rights Protection Authority, which gives them the right to lead a group of people in a tourist environment and show them the most important places in the visited area. This is a person who accompanies tourists and can inform them about the most important events in the city, museum, historical building, or other attractions;
 - 3.2. A tour guide is an employee working at the Museum who provides educational services to the Museum visitors; they lead tours and educational programs in Lithuanian and foreign languages.

**CHAPTER II
ACCREDITATION PROCEDURE**

4. Guides are accredited, and Certificates are issued by the Guide Accreditation Committee (hereinafter, the Accreditation Committee), established and approved by order of the Museum Director.
5. The work order of the Accreditation Committee is determined by the Work Regulations of the Accreditation Committee of the Kaunas Ninth Fort Museum.
6. Guide accreditation takes place in Lithuanian and English.
7. Guide accreditation is a paid service, the rate of which is approved by the director.
8. A person who wants to receive the Certificate must submit an application in the prescribed form (Appendix No. 1) by e-mail to muziejus@9fortomuziejus.lt or fill out the registration form provided on the Museum's website, as well as pay a set fee, which is non-refundable. Along with the application, it is necessary to submit a personal photo, which will be used to make the Certificate.
9. The preparation and guide accreditation take place throughout the year. A person who wants to be accredited, after filling out the form and paying the fee, receives educational and methodological material prepared by the Museum and makes preparations for a certification tour on their own.

10. A guide preparing for accreditation must register and conduct a certification tour for the Accreditation Committee within a calendar month of receiving the methodological material. The date and time of a certification tour are set individually, by agreement of both parties, taking into account the working hours of the Museum.
11. Upon arrival for accreditation, a person must show a document confirming their identity to the Accreditation Committee as well as a guide certificate issued by the Lithuanian State Tourism Department under the Ministry of Economy or the State Consumer Rights Protection Authority.
12. Guides seeking accreditation conduct a certification tour for the Accreditation Committee.
13. The Museum provides conditions for guides seeking accreditation (who have submitted an application and paid the accreditation fee) to enhance their knowledge and prepare for a certification tour by:
 - 13.1. allowing them to visit the Museum and participate in tours led by the Museum's tour guides without any additional fee;
 - 13.2. providing the Museum's methodological materials and descriptions of tours and consulting on issues that have arisen. Guides seeking accreditation undertake to use the tour descriptions prepared by the Museum for educational purposes only and not distribute them.
14. The professional training of a person seeking accreditation is checked orally (certification tour). The members of the Accreditation Committee evaluate the certification tour on a 10-point scale according to the following criteria: the guide's language culture, tone of voice, maintaining contact with the group, knowledge of history, accurate presentation of content, attractive presentation of content, smooth content delivery, direction of movement, group management, and situation management. The decision of the Accreditation Committee to grant accreditation or not is formalized in a protocol with the signatures of the members of the Accreditation Committee.
15. At least three members of the Committee participate in the assessment. If a guide is not accredited, the Accreditation Committee appoints another accreditation date, but not earlier than one month later. A person can participate in re-accreditation no more than once per calendar year.
16. Accreditation results are notified to the person being accredited on the day of accreditation.

CHAPTER III ISSUANCE AND VALIDITY OF CERTIFICATES

17. The Certificate is issued within 14 working days from the notification of the certification results.
18. Certificates are registered in the Certificates Journal. The person receiving the Certificate signs to confirm receipt of the Certificate.
19. The Certificate is issued for three years. After the validity period of the Certificate expires, an application for the issuance of a new Certificate is filled out for the renewal of accreditation, and a certification tour is organized.
20. The issued Certificate is personal, with a photo of the person, and cannot be transferred to other persons.
21. The members of the Accreditation Committee have the right to check how the tours are conducted at any time. When checking tours, the accuracy of the information provided, communication skills, and level of knowledge are taken into account.
22. If it is determined that the tours are conducted improperly, or if serious violations of the guide's professional ethics and/or the general procedure of the Museum are detected, if the written and/or verbal instructions of the Museum representatives are not followed, the Accreditation Committee has the right to unilaterally invalidate the Certificate.
23. The Accreditation Committee shall notify the Certificate holder in writing of the termination of the validity of the Certificate within seven working days of the decision and enter the date

of the suspension of the validity of the Certificate in the Certificate Journal. The guide has the right to apply for accreditation again, but not earlier than six months after the Certificate was invalidated.

24. If the Certificate is recognized as invalid, fees paid for the issuance of the Certificate, submitted documents, photos, etc., will not be returned.
25. If a valid Certificate is lost, the Museum must be informed immediately. In this case, a new Certificate is issued after the guide submits an application (Appendix No. 2) and pays the prescribed administration fee, the rate of which is approved by order of the Museum Director.

CHAPTER IV RIGHTS AND DUTIES OF ACCREDITED MUSEUM GUIDE

26. The guide who has received the Certificate issued by the Museum has the following rights:
 - 26.1. After showing a valid Certificate, to visit the Museum for free and lead tours in the Museum's exhibitions, memorial complex, and organized temporary exhibitions;
 - 26.2. To receive and familiarize themselves with the latest information about updates to the Museum's exhibitions and upcoming exhibitions and participate in their presentations;
 - 26.3. To improve their qualifications and gain special knowledge by communicating directly with the Museum's tour guides and participating in cultural events organized by the Museum;
 - 26.4. To give their suggestions and observations regarding the improvement of the quality of services to the Museum's visitors and the satisfaction of their cognitive and cultural needs.
27. The guide is required to:
 - 27.1. Register no later than three working days before a guided tour planned in the Museum by e-mail: muziejus@9fortomuziejus.lt or phone: +370 686 26243;
 - 27.2. Upon arrival at the Museum, contact the cultural services manager at the Museum ticket office, present the Certificate and pay the entry fee for the participants of the accompanied group;
 - 27.3. Present the Certificate when entering the exhibitions and carry it so that it is clearly visible during the entire tour in the Museum or memorial complex;
 - 27.4. Ensure the quality of tours in the Museum's exhibitions, the memorial complex, and organized temporary exhibitions; provide visitors with the information supplied in guide accreditation training;
 - 27.5. When presenting the exhibitions and exhibits in the Museum, to follow the general rules for visiting the Museum and the professional ethics of the guide;
 - 27.6. Inform the head of the Visitor Service Department of the Museum about any violations of the Museum's visiting procedure that they have witnessed.
28. The guide is prohibited from:
 - 28.1. Leading tours without having the Certificate;
 - 28.2. Leading tours while intoxicated or under the influence of narcotics.

CHAPTER V FINAL PROVISIONS

29. The guide accreditation procedure is announced on the Museum's website www.9fortomuziejus.lt.
30. In order to inform the public and provide the guides with relevant information, an accredited guide (with a valid Certificate) who wants their contacts to be published on the Museum's website and/or to receive information relevant to accredited guides must submit a signed consent form for processing personal data (Appendix No. 3).

31. This Procedure Description comes into force on the date of its approval. The Museum has the right to change the Procedure Description by decision of the Museum Director.

(Name, surname)

(Phone No., e-mail address)

To Accreditation Committee
of Kaunas Ninth Fort Museum

APPLICATION

(date)

Please issue a certificate granting and confirming the right to conduct tours in the Kaunas Ninth Fort Museum.

Years of professional work experience as a guide _____

Languages in which tours are conducted _____

Name, surname, signature

Please send the completed application by e-mail:

muziejus@9fortomuziejus.lt

(Name, surname)

(Phone No., e-mail address)

To Accreditation Committee
of Kaunas Ninth Fort Museum

APPLICATION

(date)

Please issue a new certificate granting and confirming the right to conduct tours in the Kaunas Ninth Fort Museum.

Mark the reason for issuing a new certificate:

- due to a lost certificate;
- due to an expired certificate.

Name, surname, signature

Please send the completed application by e-mail:

muziejus@9fortomuziejus.lt

(Name, Surname)

To Kaunas Ninth Fort Museum

CONSENT TO PROCESSING PERSONAL DATA

(date)

I, _____,
(name, surname, certificate issued by the Museum No.)

I agree that the Data Controller, Kaunas Ninth Fort Museum (hereinafter, the Museum), will process my personal data (name, surname, phone number, and e-mail address). In order to inform the public, my name, surname, and phone number will be published on the list of accredited guides who have the right to conduct tours in the Kaunas Ninth Fort Museum on the Museum's website www.9fortomuziejus.lt.

I agree that the Museum may send any relevant information by phone and/or e-mail about (marked with a tick (V)):

- events organized by the Museum (exhibitions, lectures, and other events);
- renewed exhibitions, working hours, and/or price changes;
- guide accreditation procedure and/or its changes, as well as changes in legal acts related to the guiding activities;
- a request to fill out various questionnaires in order to assess the quality of services provided by the Museum. The processed data will be stored until the end of the validity period of the accredited guide certificate.

I understand that I have the right to object to the processing of my personal data, at the same time losing the ability to receive the above specified information or a selected part of it.

I AGREE

I DO NOT AGREE

(name, surname)

(signature)

I am informed that I can withdraw the given consent at any time by e-mail: muziejus@9fortomuziejus.lt or tel. +370 66598016.

I am also informed that in accordance with the rights of the subject of personal data embedded in Articles 15, 16, 17, 21 of the EU General Data Protection Regulation (hereinafter, GDPR) and the established procedure, I have the right to: 1) know (be informed) about the processing of my personal data; 2) get acquainted with my personal data and how it is processed; 3) demand to destroy personal data or stop the processing of my personal data when the data is processed in non-compliance with the provisions of the GDPR and other legal acts regulating the processing of personal data; 4) not to consent to the processing of my personal data.

Personal data is any information related to a physical person – a data subject whose identity is known or can be determined directly or indirectly, in particular using identifiers such as name, surname, place of residence, or one or more signs of a person's physical, physiological, economic, cultural, or social identity. Special personal data is related to a person's health, ethnicity, etc.