

**Order No. PZP.021.26.2022**  
**Of the Director of the POLIN Museum of the History of Polish Jews**  
**of 27 September 2022**

**on the introduction of rules and regulations for the assignment of rights, supervisions and principles of cooperation for certified guides of the POLIN Museum of the History of Polish Jews.**

Pursuant to Art. 4 sec. 1 of the Statute of the POLIN Museum of the History of Polish Jews, I hereby order as follows:

**Art. 1.**

I hereby introduce the Rules and Regulations for the assignment of rights, supervisions and principles of cooperation for certified guides at the POLIN Museum of the History of Polish Jews, the provisions of which are contained in Annex No. 1 to this Order.

**Art. 2.**

As of the date of entry into force of this Order, Order No. PZP.021.2.2020 of the Director of the Museum of the History of Polish Jews of 13 January 2020 on the introduction of rules and regulations for the assignment of rights, quality control of work and principles of cooperation for certified guides of the Museum shall be repealed.

**Art. 3.**

This Order shall become effective on the date of its announcement.

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**Zygmunt Stępiński**  
**Director of the**  
**POLIN Museum of the History of Polish Jews**

**RULES AND REGULATIONS FOR THE ASSIGNMENT OF RIGHTS, SUPERVISIONS AND PRINCIPLES OF COOPERATION FOR CERTIFIED GUIDES OF THE POLIN MUSEUM OF THE HISTORY OF POLISH JEWS  
(hereinafter: "Rules and Regulations")**

**Art. 1.**

**General Provisions**

1. The present Rules and Regulations introduce the principles of recruitment, assigning rights and supervising the work of certified guides of the POLIN Museum of the History of Polish Jews (hereinafter referred to as the "**POLIN Museum**").
2. Only guides holding a valid POLIN Museum certificate are authorised to provide guiding services to groups visiting the permanent exhibition and temporary exhibitions of the POLIN Museum.
3. Guiding at temporary exhibitions, conducting online classes, leading city walks or thematic trails requires taking part in separate training courses, at dates designated for certified guides by employees of the Guides Section. The training course may be replaced by the provision of self-study materials for guides.
4. The POLIN Museum Guide Certificate, issued to a person who is not a full-time employee of the POLIN Museum, is personal and valid for a period of two years from the date of its issue. Conditions for renewal of the certificate are described in Art. 3 of the Rules and Regulations.
5. Guide Certificates issued to full-time employees of the POLIN Museum are valid indefinitely and remain so even after the termination of their employment.
6. A Guide Certificate at the POLIN Museum may be obtained by a person who has completed a guiding training course, Individual Guiding Training COURSE, or a training organised by the POLIN Museum in cooperation with a third-party organisation or entity.
7. Recruitment of candidates for guiding training courses and examinations necessary to obtain a guide certificate is carried out by the Guides Section, as well as employees and associates of the POLIN Museum who have in-depth knowledge of the content of the permanent exhibition (hereinafter referred to as: **Examiners**).
8. A certified guide is entitled to free access to the permanent exhibition and temporary exhibitions of the POLIN Museum during their opening hours to the public.

**Art. 2**

**Recruitment of guides**

1. The recruitment of guide candidates is carried out according to the demand of the POLIN Museum.
2. The guide training course is a paid course, and the amount of fees, the possibility of payment in instalments and their amount, as well as the rules for payment of fees will be determined separately for each edition of the course and published in the recruitment notice made available on the POLIN Museum website.
3. The process for obtaining certification involves three stages:
  - a. **Stage 1** - evaluation of completed application forms and selection of candidates for the guiding training course;

- b. **Stage 2** - independent study of the recommended bibliography by the candidates, culminating in a test exam. Passing of the exam and admission to the practical part of the course takes place after obtaining at least 70% of correct answers;
  - c. **Stage 3** - candidates who pass the exam are qualified for the practical classes and lectures, which will be concluded with a practical exam, consisting of a guided tour around the permanent exhibition of the POLIN Museum.
4. The guide certificate will be granted to candidates who complete all stages of the training course and pass the practical exam.
  5. A candidate is allowed to take the test exam once. A candidate who fails to pass this exam will be removed from the list of course participants. Such a candidate shall not be charged for the practical part of the course.
  6. A candidate who fails the practical exam has the right to take one resit exam on a date to be set by the Head of the Guidance Section.
  7. The resit exam shall take place no later than six months after the date of the first practical exam.
  8. The candidate will be charged an additional fee of 25% of the total fee for the given edition of the training course for the resit exam.
  9. Taking the resit exam is conditional on payment of the fee within the deadline indicated by the POLIN Museum.
  10. The examiners' decisions concerning the results of the recruitment process and the passing of particular stages of the training course are final and are not subject to appeal.
  11. The POLIN Museum may organise guiding training course in cooperation with institutions and third parties. The principles of recruitment and the process of obtaining certificates by participants of such training courses will be each time determined by agreement between the POLIN Museum and the institution or third party, provided that the process need not be identical to that described in sec. 3 above.
  12. Taking into account the needs of visitor service, the Director of the POLIN Museum may instruct the Head of the Guides Section to organise an individual guiding training course for a specific POLIN Museum employee, with the aim of directing the employee to guide groups of visitors; the procedure for organising such a training course is determined by the Head of the Guides Section in consultation with the employee concerned, and the training course ends with a practical exam consisting of guiding the examiners around the entire permanent exhibition.

### **Art. 3**

#### **Monitoring and evaluation of the quality of services provided by the Museum guides**

1. Each guide is obliged to constantly improve their knowledge of the subject matter related to the activities of the POLIN Museum and the methodology of working with groups.
2. To ensure the appropriate quality of guiding services and to support guides in their work with visitors, the POLIN Museum conducts supervision of guided tours according to the following principles:
  - a. supervision is based on open observation of a guide's guiding activities and providing them with feedback;
  - b. supervision is carried out by an employee of The Guiding Section who is a certified guide;

- c. if the supervisor discovers any serious faults in the guide's work, the supervisor shall request the Head of the Guides Section to appoint a committee to carry out a new supervision;
  - d. if the supervision is conducted by the Head of the Guides Section, the committee shall be appointed by Guides Section staff member authorised by him/her;
  - e. the committee shall consist of two persons holding a guiding certificate. The committee may decide to temporarily suspend the certificate, indicating to the guide the areas for improvement and setting a deadline for remedying the deficiencies. A staff member who has applied for re-supervision may not be part of the committee;
  - f. the period of suspension of the certificate ends when the guide has been re-supervised by a committee of two certified guides, and the committee has not raised serious objections to the conduct of the guide;
  - g. the period of validity of the certificate shall not be extended by the period of its suspension.
3. The certificate shall be extended for a period of two more years on condition that the guide undergoes supervision at least once during the period of validity of the certificate and that he/she guides no fewer than 10 groups around the permanent exhibition of the POLIN Museum within a period of two years.
  4. A guide whose certificate has expired may request supervision. Supervision consists, in this case, of a tour of the entire permanent exhibition by an employee of the Guides Section certified as a guide, or by another POLIN Museum employee with in-depth knowledge of the content of the permanent exhibition and experience in guiding groups through it. The date of supervision is set by the Head of the Guides Section.
  5. After the expiry of 18 months from the date of expiry of the certificate, the guide loses the right to apply for supervision. After the expiry of the 18-month period from the date of expiry of the certificate, it is necessary to take the practical guiding examination again to obtain the certificate.
  6. A fee of 25% of the total fee for the last organised guiding training course shall be charged for the re-examination.
  7. Taking the exam is conditional on payment of the fee indicated above by the deadline indicated by the POLIN Museum.
  8. The date of the exam and the deadline for payment of the fee shall be set by the Head of the Guides Section.
  9. In the event of low group attendance at the POLIN Museum making it impossible to conduct supervision in the manner described in sec. 2 and 3 above, the Head of the Guides Section may decide to conduct supervision in the form of a guided tour of the entire permanent exhibition by a member of the Guides Section staff holding a guide's certificate.
  10. Guiding groups of visitors in a language other than the guide's first (mother tongue) shall be subject to language verification. The rules for language verification shall be determined by the Head of the Guides Section.
  11. In cases where the guide's proficiency in a foreign language is not in doubt, the Head of the Guides Section may decide not to carry out linguistic verification of the guide.
  12. In exceptionally justified cases, the Director of the POLIN Museum has the right to decide to withdraw a certificate from a given guide. The decision and the reasons for it shall be notified to the guide in writing by the Head of the Guides Section. A decision to suspend or withdraw a certificate may be appealed in writing or by e-mail to the Director of the POLIN Museum

within 7 days from the date of receiving the decision.

#### **Art. 4**

##### **Principles of guided tours for visitors**

Certified guides may guide groups visiting the POLIN Museum:

- a. on commission from the POLIN Museum, on the basis of a contract between the POLIN Museum and the guide, and on the basis of internal arrangements made in working mode with the staff of the Guides Section;
- b. on their own, after purchasing tickets for the permanent exhibition of the POLIN Museum, in accordance with the principles laid down in the Rules and Regulations for the Sale of Tickets and Visits to the POLIN Museum of the History of Polish Jews.

The Rules and Regulations of assignment of rights, supervisions and principles of cooperation for certified guides of the POLIN Museum of the History of Polish Jews can be found at [www.polin.pl](http://www.polin.pl). The POLIN Museum reserves the right to make changes to the Rules and Regulations.

The Rules and Regulations enter into force on the day they are published at [www.polin.pl](http://www.polin.pl).