



Republika e Kosovës Republika Kosova-Republic of Kosovo

Qeveria-Vlada-Government

***Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë
Ministarstvo Industrije, Preduzetništva i Trgovine - Ministry of
Industry, Entrepreneurship and Trade***

**ADMINISTRATIVE INSTRUCTION (MIET) NO.09/2024 ON
THE CONDITIONS, CRITERIA AND PROCEDURES FOR
THE REGISTRATION AND EXERCISE OF THE
ACTIVITY OF TOURIST GUIDES**

Administrative Instruction (MINT) No.09/2024 on the conditions, criteria and procedures for the registration and exercise of the activity of tourist guides, was approved by Decision **No.5622/01**, Dated 29.10.2024

The Minister of the Ministry of Industry, Entrepreneurship and Trade,

In accordance with Article 29 paragraph 2, Article 30, and Article 32 paragraph 3 of Law No. 08/L-074 on Tourism (Official Gazette no. 15, 13.06.2022) Article 11, paragraph 1, subparagraph 1.5 of Law No. 08/L-117 on the Government of the Republic of Kosovo (Official Gazette, No. 34, November 18, 2022) Annex 12 of Regulation (GRK) No. 14/2023 on the Areas of Administrative Responsibility of the Office of the Prime Minister and Ministries, as well as Article 9 paragraph 2 of Regulation No. 17/2024 on Rules of Procedure of the Government,

Issues the following:

**ADMINISTRATIVE INSTRUCTION (MIET) No.09/2024
ON THE CONDITIONS, CRITERIA AND PROCEDURES FOR THE
REGISTRATION AND EXERCISE OF THE ACTIVITY OF TOURIST GUIDES**

**Article 1
Purpose**

This Administrative Instruction regulates the conditions and criteria for exercising the activity of the tourist guide, the procedures for the application and registration of the tourist guide in the tourism register, the procedures for obtaining the identification card and for revoking it, and the definition of the code of ethics for the exercise of the activity of the tourist guide.

**Article 2
Scope**

The provisions of this Administrative Instruction shall be applicable to natural persons who are citizens of the Republic of Kosovo and foreigners who apply for registration in the tourism register as a tourist guide and exercise the activity of a tourist guide.

**Article 3
Exercising the activity of a tourist guide**

1. A tourist guide shall be a person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area which person normally possesses an area-

specific qualification usually issued and/or recognised by the appropriate authority.

2. In order to exercise the activity of a tourist guide, the natural person must become part of the Tourism Register according to the criteria and procedures provided for in this Administrative Instruction and the criteria defined according to the relevant Administrative Instruction on the tourism register.

3. No person, citizen of Kosovo or foreigner, may offer the services of a tourist guide if he is not equipped with a tourist guide identification card and is not included in the tourism register.

4. The tourist guide shall carry out the activity as follows:

4.1 National tourist guide - a person who leads groups of visitors throughout the territory of the Republic of Kosovo.

4.2 Local tourist guide - a person who leads groups of visitors in one or more municipalities within a certain region of the Republic of Kosovo.

4.3 Tourist guide of a specific field - a person who leads the services of activities such as:

4.3.1 Hiking and trekking;

4.3.2 Ski touring and snow shoeing;

4.3.3 Biking tours in the mountains and in the cities;

4.3.4 Off roading;

4.3.5 Kayaking;

4.3.6 Rafting;

4.3.7 Skydiving;

4.3.8 Climbing;

4.3.9 Riding;

4.3.10 Zip Line and other similar activities.

5. The tourist guide shall offer tourist guide services only in the category and language for which he is registered to exercise the activity in accordance with this Administrative Instruction and the relevant Law on Tourism.

6. All tourist guides who work for travel agencies must be registered and equipped with an ID card according to the procedures and criteria provided in this Administrative Instruction and the relevant

Law on Tourism.

7. The guide shall inform the visitor about his rights to complain, and the right to file a complaint with the relevant department for consumer protection within the time limit of six (6) months.

Article 4 **Conditions for exercising the activity of a tourist guide**

1. In order to exercise the activity of a tourist guide according to Article 3 of this Administrative Instruction, a natural person who is a citizen of Kosovo or a foreigner must meet the following conditions:

- 1.1. Is over 18 years of age;
- 1.2. Has a university or professional qualification for a tourist guide or in the field of tourism in one or several areas of the activity of a tourist guide, according to an accredited program for a tourist guide or;
- 1.3. Evidence of completion of a qualification program for tourist guides according to the European Committee for Standardization standard EN 15565 2008 - Tourist services - Requirements for the provisions of professional tourist guide training and qualification programmes.
- 1.4. Has not been convicted of criminal offenses committed intentionally;
- 1.5. Has knowledge of one of the official languages in the Republic of Kosovo and at least one foreign language that will be used in performing the tourist guide services;
- 1.6. In the case of a foreign citizen, he must have a residence permit in the Republic of Kosovo.

2. Fulfilment of the conditions from paragraph 1 of this Article shall be verified when applying to be included in the tourism register.

3. With the exception of paragraph 1.5 of this Article, the local tourist guide, an official language shall also be considered the language which is the official language at the municipality level.

Article 5 **honorary tourist guide**

1. To be registered as an honorary tourist guide, the following shall have the right to apply:

- 1.1. experts with university education in one of the related fields (including but not limited to, for example, historians, geographers, environmentalists, cultural heritage experts and other fields) and who have at least 10 (ten) years of active work experience in the field of tourism.

- 1.2 Persons who practiced the profession of a tourist guide before retirement;
2. Fulfilment of the conditions from paragraph 1 of this Article shall be verified upon submission of the application for registration in the tourism register.
3. Honorary tour guides shall not be entitled to receive remuneration in the form of compensation for their service, however they may be reimbursed for daily expenses, such as transportation, food, accommodation and similar expenses.
4. For each engagement of the honorary tour guide, travel agencies must conclude a contract with the honorary tour guide, which includes the provision of services on a voluntary basis.
5. The services of the honorary tour guide cannot be offered for more than 10 (ten) days within a calendar year.
6. The application procedure for an identification card shall be similar to that for tourist guides.

Article 6

Application procedure

1. The request for registration in the tourism register and equipment with an identification card for tourist guides and honorary tourist guides shall be submitted to the Ministry of Tourism Department.
2. The application shall also be made through the electronic platform in the relevant Registry for tourism.
3. The Department of Tourism in the Ministry shall keep a register of all submitted applications, which include data on the applicant, the date of application, the method of application, as well as the submitted documentation.
4. The documentation defined in Article 7 of this Administrative Instruction shall be attached to the request, which proves the fulfilment of the conditions defined by this Administrative Instruction.
5. Each applicant shall be given a confirmation letter, which proves the submission of the request. In the case of application through the electronic platform, confirmation with the same content will be generated through the electronic platform.
6. Every received request is immediately processed for decision-making in the Commission established by the ministry.
7. Standard forms for application and inclusion in the Tourism Register shall be published in electronic form by the Department of Tourism/Ministry.

Article 7

Documentation required for application

1. Submission of documentation for tourist guide registration shall include:
 - 1.1 The request form for the registration of the tourist guide in the Tourism Registry, completed in hard or soft copy, which must contain the applicant's data, including the name, surname, personal number, residential address and other contact data, the language in which he/she will exercise the activity, the category/field in which he/she applies to exercise the activity, etc. The form shall be attached as annex one (1) to this Administrative Instruction.
 - 1.2 Copy of identity card or passport;
 - 1.3 One (1) colour photo of 5cm x 5cm square-shaped format, with a white background;
 - 1.4 (Notarized) Copy of the diploma/certificate proving the level of education of the applicant. In case of diplomas obtained abroad, the nostrification decision must also be submitted, if the nostrification of the diploma is necessary for an applicant's diploma.
 - 1.5 Proof of knowledge of one or more foreign languages, issued by an institution that provides certification of foreign language skills. Proof of knowledge of a foreign language is not required in cases where the applicant has completed any of the levels of education in a foreign language.
 - 1.6 For the official language which is not the applicant's native language, the applicant must bring one of the following certificates:
 - 1.6.1 certificate from an institution for the official language in question;
 - 1.6.2 proof of language-related work experience, or;
 - 1.6.3 the statement under oath which is attached to appendix two (2) of this Administrative Instruction.
 - 1.7 Court certificate proving that the person is not convicted of a criminal offense committed intentionally according to the requirements of the law on tourism;
 - 1.8 For foreign citizens, a copy of the residence and work permit in the Republic of Kosovo, if applicable;
 - 1.9 The foreign citizen shall submit proof of knowledge of one of the official languages of the Republic of Kosovo. This requirement is not applicable to citizens of countries in the region whose mother tongue is one of the official languages of the Republic of Kosovo;
 - 1.10 For honorary tour guides, the evidence proving the fulfilment of the conditions of work experience and professional training defined in Article 5, Paragraph 1 of this Administrative Instruction.

Article 8
Commission for reviewing requests

1. The Minister shall establish a commission comprised of three (3) members to review the requests for registration of guides in the tourism register. The mandate of the commission shall be two (2) years.
2. The commission shall be established with the following composition:
 - 2.1 one representative from the Department of Tourism in the relevant ministry in the field of tourism;
 - 2.2 two representatives from the ministry, one of them being a law practitioner.
3. The Commission shall have the mandate to decide on the procedures initiated for the revocation of the identification card according to this Administrative Instruction.
4. The Department of Tourism in the Ministry shall provide administrative and technical support to the commission.

Article 9

Commission's procedures for reviewing requests

1. The Commission shall examine each request within a period of 30 (thirty) days from the day of its receipt. In case of an incomplete request and documentation, the commission shall have the right to request the completion of the documentation, giving an additional 7-day deadline for the submission or completion of the missing documentation.
2. The Commission, after examining the request, shall recommend to the Director of the Department of Tourism, the approval or rejection of the request.
3. During its meetings, the commission shall keep minutes on the review of requests and decision taken for each request.
4. The Director of the Department of Tourism shall sign the decision to exercise the activity of a tourist guide, which is prepared according to the legal provisions of the relevant Law on General Administrative Procedure. The decision, among other things, must also contain the information on the name of the tourist guide, the category of the tourist guide, and the language in which the tourist guide will carry out his/her activity.
5. One copy of the decision shall be delivered to the party.

Article 10

Procedure for obtaining of the identification card

1. The decision of the Director of the Department of Tourism for the registration of the guide in the tourism register shall be the basis for the tourist guide to obtain the identification card.
2. The Identification Card shall be prepared by the Department of Tourism within 10 (ten) days from the day of issuing the decision for registration in the tourism register and shall contain the following information:

- 2.1 Logo of the Ministry in the official languages of the Republic of Kosovo;
 - 2.2 The state tourism symbol of the Republic of Kosovo;
 - 2.3 The name and photo of the tour guide;
 - 2.4 Guide category;
 - 2.5 The language in which the guide offers the service;
 - 2.6 Identification card number;
 - 2.7 Date of issue;
 - 2.8 Validity time;
 - 2.9 Place of issue.
3. The Department of Tourism shall inform the applicant to come at the Ministry to withdraw the identification card.
 4. The party is obliged to withdraw the identification card within sixty days (60); if it is not withdrawn within this period, it is considered that the tourist guide is not active in the tourism register.
 5. The identification card of the honorary tourist guide is issued for a period of two (2) years, with the possibility of renewal.
 6. In addition to the identification card issued by the Ministry, associations of tourist guides shall have the right to issue identification cards for guides who are members of the associations, including distinctive signs.

Article 11

Committee for reviewing complaints

1. The Minister shall establish a complaints commission consisting of three (3) members for reviewing complaints filed against the director's decisions related to the exercise of the activity of tourist guides.
2. The commission from point 1 of this Article shall be established with a mandate of 2 (two) years.
3. The Commission shall examine complaints and decide according to the criteria and procedures defined by the relevant Law on General Administrative Procedure.
4. In cases where the complaints commission approves the complaint, the commission must clearly propose that the party be provided with a tourist guide identification card and be registered in the

tourism register.

Article 12

Revocation of the identification card

1. The procedure for revoking the identification card shall be initiated in cases where the tourist guide acts contrary to the obligations defined by the criteria defined by this administrative instruction and the relevant law on tourism.
2. The revocation of the identification card shall be initiated by the market inspectorate to the Commission for the review of requests, in accordance with the legal provision of Article 48 of the Law on Tourism or the continuous complaints of visitors according to Article 3 paragraph 7 of this administrative instruction, which prove that the guide has violated the legal provisions of the Law on Tourism, the principles of the code of ethics for Guides defined in Article 13 of this Administrative Instruction and other requirements of this Administrative Instruction.
3. The decision to revoke the identification card and prohibit the exercise of the activity shall be issued by the Director of the relevant Department of Tourism in the Ministry after the recommendation of the commission.
4. Against the decision to revoke the card and prohibit the exercise of the activity, the dissatisfied party shall have the right to file a complaint within 30 (thirty) days from the day of its acceptance, to the complaints commission.

Article 13

Code of ethics for tourist guides

1. During the exercise of the activity, the Tourist Guide must behave following the basic principles of the tourist guide's code of ethics as follows:
 - 1.1 Keep and display at all times the identification card issued by the Ministry;
 - 1.2 Provide professional service to visitors based on the employer's itinerary, providing an objective understanding of the place visited, without prejudice, propaganda or hate speech,
 - 1.3 Offer professional service and equal treatment to all visitors, regardless of language, gender, nationality, religion, physical disability and sexual orientation;
 - 1.4 Ensure that, for as much as possible, what is presented and introduced as fact is true and that a clear distinction is made between this truth and stories, legends, traditions or opinions;
 - 1.3 Warn the group of visitors about possible emergencies and ensure that the tourists are informed in advance of any possible danger.
 - 1.4 Respect the privacy and confidentiality of visitors by not disclosing personal data and photographs without their consent.
 - 1.5 Act fairly and reasonably in all engagements with all those engaged in guide services and with

colleagues working in all aspects of tourism;

1.6 Protect the reputation of tourism in the Republic of Kosovo by making every effort to ensure that guided groups treat with respect the environment, protected areas of cultural and natural heritage, national and local customs and sensitivity;

1.7 Act as a representative of the Republic of Kosovo, welcome visitors and act in such a way that Kosovo benefits and is promoted as a tourist destination;

2. The Ministry will take care to continuously prepare and publish in the official languages of the Republic of Kosovo, the updated International and European rules related to the codes of ethics in the field of tourism.

3. Tourism associations, including those of tour guides and travel agencies, may prepare and publish their codes of ethics, which should be based on these basic principles. In addition, they must continuously ensure that their members acquire these rules and apply them in practice.

Article 14

Final and Transitional Provisions

1. The following documents comprise an integral part of this Administrative Instruction:

1.1. Annex 1 Request/Application for registration in the tourism register;

1.2. Annex 2 Statement under oath for official language

2. Until the accreditation of programs for tourist guides, and the certification of tourist guides according to accredited programs as defined in Article 4, paragraphs 1.2 and 1.3 of this Administrative Instruction regarding professional qualification, the registration of guides in the tourism register and the issuance of identification cards will be done with a temporary period of 2 (two) years, with the possibility of extension. During this transitional period, the Ministry will also accept evidence of qualifications and other relevant training related to the exercise of the profession of a tourist guide, evidence of a secondary level of education minimally, as well as work experience of at least 2 years.

Article 15

Repealing provisions

With the entry into force of this administrative instruction, the Administrative Instruction (MIET) no. 06/2023 on the conditions, criteria and procedures for registration and exercising the activity of tourist guides and the Administrative Instruction (MIET) no. 02/2024 amending and supplementing the administrative instruction (MIET) no. 06/2023 on the conditions, criteria and procedures of registration and exercising the activity of tourist guides shall be repealed

Article 16

Entry into force

This administrative instruction shall enter into force seven (7) days after its publication in the Official Gazette of the Republic of Kosovo.

Rozeta Hajdari

Minister

ANNEX 1



Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government

Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë
Ministarstvo Industrije, Preduzetništva i Trgovine
Ministry of Industry, Entrepreneurship and Trade

Department of Tourism

Prot. No. _____

Date: ____ / ____ / ____

REQUEST FOR REGISTRATION OF THE TOURIST GUIDE IN THE TOURISM REGISTER

Name and surname: _____

Personal number: _____

Residential Address: _____

E-mail: _____

Phone No.: _____

Language/Languages in which I will carry out the activity: _____

- a) Albanian
- b) Serbian
- c) English
- d) Other (specify): _____

Category of the guide:

- a) National tourist guide;
- b) Local tourist guide; (specify) _____
- c) Tourist guide of a specific field (specify and provide evidence):

The following documents are submitted together with the request:

- ☐ Copy of identity card or passport
- ☐ One (1) colour photo of 5cm x 5cm square-shaped format, with a white background
- ☐ (Notarized) Copy of the diploma proving the level of education of the applicant
- ☐ Diploma nostrification decision, for diplomas issued abroad, if diploma nostrification is necessary for an applicant's diploma
- ☐ Proof of knowledge of one or more foreign languages
- ☐ Evidence of completion of a tour guide qualification program/evidence of other relevant qualifications and training related to the exercise of the tourist guide profession, as well as work experience of at least 2 years.
- ☐ Court certificate proving that the person is not convicted of a criminal offense committed intentionally
- ☐ Copy of residence and work permit in the Republic of Kosovo (for foreign citizens), if applicable
- ☐ Proof of knowledge of one of the official languages of the Republic of Kosovo (for foreigners).

Applicant

Officer receiving the request

ANNEX 2



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria - Vlada - Government

Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë - Ministarstvo Industrije, Preduzetništva i
Tergovine - Ministry of Industry, Entrepreneurship and Trade

STATEMENT UNDER OATH OF THE APPLICANT

I declare that in the absence of evidence from a competent institution for the assessment of knowledge of the official language (the official language that is not the applicant's native language) and with the signature of this statement, I hereby guarantee that all the information given in this application is true and correct. If it is proven that I have not presented sufficient knowledge of the language with groups of visitors and the information is untrue and incorrect including the selection of the language presented in the application file for registration as a tourist guide in the tourism register and the provision of tourist guide services also in the language, I will be held accountable for the punitive consequences according to the relevant Laws applicable in Kosovo.

Personal contact information:

Full name: _____

Personal number: _____

Signature: _____

Date: _____