

**MINISTRY OF CULTURE,
SPORTS AND TOURISM**

No. 13/2019/TT-BVHTTDL

**SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom – Happiness**

Hanoi, November 25, 2019

CIRCULAR

AMENDMENTS TO A NUMBER OF ARTICLES OF CIRCULAR NO. 06/2017/TT-BVHTTDL DATED DECEMBER 15, 2017 OF MINISTER OF CULTURE, SPORTS AND TOURISM ON ELABORATING TO A NUMBER OF ARTICLES OF LAW ON TOURISM

Pursuant to Law on Tourism dated June 19, 2017;

Pursuant to Decree No. 79/2017/ND-CP dated July 17, 2017 of Government on functions, tasks, powers and organizational structures of Ministry of Culture, Sports and Tourism;

At the request of General Director of General Department of Tourism;

Minister of Culture, Sports and Tourism promulgates Circular on amendments to a number of Articles of Circular no. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism.

Article 1. Amendments to a number of Articles of Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism

1. Amendments to Clause 2 Article 3 as follows:

“2. Majors in travel specified in Point c Clause 1 and Point c Clause 2 Article 31 of Law on Tourism shall be demonstrated on graduate certificates of following majors and professions:

- a) Tourism services and travel management;
- b) Travel management;
- c) Tour operation;
- d) Tourism marketing;
- dd) Tourism;
- e) Travel tourism;
- g) Tourism management and business;

h) MICE tourism management;

i) Travel agent;

k) Tour guiding;

l) Majors and professions including any of following terms “tourism”, “travel” and “tour guide” trained and granted degrees by education institutions in Vietnam before the effective date hereof;

m) Majors and professions including any of following terms “tourism”, “travel” and “tour guide” trained and granted graduate certificates by foreign education institutions.

In case graduate certificates do not demonstrate the majors and professions specified in Points l and m of this Clause, submit additional graduate score sheets or annexes of the certificates displaying majors or professions that include “tourism”, “travel” or “tour guide” terms.”

2. Insertion of Clause 5a as follows:

“Article 5a. Structure and duration of examination for tour operation

1. Structure and duration of examination for domestic tour operation:

Examination for domestic tour operation consists of 3 following tests:

a) Multiple-choice test: duration: 75 minutes; assessment score: maximum 60 scores; number of multiple-choice questions: 60 questions consisting of 15 questions selected at random about 5 contents of basic professional knowledge specified in Point a Clause 1 Article 4 of this Circular, each content shall be covered in 3 questions and 45 questions selected at random about 9 contents of professional and operational knowledge specified in Point b Clause 1 Article 4 of this Circular, each content shall be covered in 5 questions.

b) Free-response test: duration: 75 minutes; assessment score: maximum 40 scores; number of questions: at least 2 questions, each question may convey one or many points and shall be selected at random to cover at least 2 contents of professional and operational knowledge specified in Point b Clause 1 Article 4 of this Circular, each question shall cover 1 content.

c) Practice test: duration: 90 minutes: total assessment score: maximum 100 scores; contents: practicing operating a tour and answer situational questions, to be specific:

- Practice operating domestic tours via computer and presentation: duration for practice on computer and presentation: 80 minutes; assessment scores: maximum 70 scores; topic: construction and evaluation of a tour according to tour itinerary for domestic tourists.

- Answer situational questions: time for preparation and answer: 10 minutes; assessment score: maximum 30 scores; topic: dealing with issues of domestic tourists arising during the tour.

2. Structure and duration of examination for international tour operation:

Examination for international tour operation consists of 3 following tests:

a) Multiple-choice test: duration: 75 minutes; assessment score: maximum 60 scores; number of multiple-choice questions: 60 questions consisting of 18 questions selected at random about 6 contents of basic professional knowledge specified in Point a Clause 2 Article 4 of this Circular, each content shall be covered in 3 questions and 42 questions selected at random about 11 contents of professional and operational knowledge specified in Point b Clause 2 Article 4 of this Circular, each content shall be covered in 4 questions, with respect to content of application of information technology in enterprise management and development and content of international monetary and payment in tourism in particular, each content shall be covered by 3 questions.

b) Free-response test: duration: 75 minutes; assessment score: maximum 40 scores; number of questions: at least 2 questions, each question may convey one or many points and shall be selected at random to cover at least 2 contents of professional and operational knowledge specified in Point b Clause 2 Article 4 of this Circular, each question shall cover 1 content.

c) Practice test: duration: 90 minutes: total assessment score: maximum 100 scores; contents: practice operating a tour and answering situational questions, to be specific:

- Practice operating tours for international tourists visiting Vietnam and tourists going to other countries via computer and presentation: duration for practice on computer and presentation: 80 minutes; assessment scores: maximum 70 scores; topic: construction and evaluation of a tour according to tour itinerary for international tourists.

- Answer situational questions: time for preparation and answer: 10 minutes; assessment score: maximum 30 scores; topic: dealing with issues of international tourists visiting Vietnam and tourists travelling to other countries arising during the tour.”

3. Amendments to Points a and b Clause 1 Article 5 as follows:

“a) is a college-level or higher education institution licensed to providing training in the majors and professions specified in Clause 2 Article 3 of this Circular;

b) develops schemes for examination organization consisting of following basic information: question bank satisfactory to regulations under Articles 4 and 5a of this Circular; organization procedures; technical facilities and examination board;”

4. Amendments to Point b Clause 2 Article 5 as follows:

“b) be responsible for appraising and approving contents of the question bank for tour operation and updating, revising the question bank on a biennially basis;”

5. Amendments to Point d Clause 2 Article 5 as follows:

“d) send notice attached to the schemes for examination organization specified in Point b Clause 1 of this Article to Vietnam National Administration of Tourism 30 days prior with respect to examination organized for the first time and 15 days for subsequent examinations;”

6. Amendments to Point b Clause 3 Article 5 as follows:

“b) instruct and inspect the examination organization and issuance of certificates for tour operation;”

7. Addition of Point d Clause 3 Article 5 as follows:

“d) publicize list of education institutions which will organize examination and issue the certificates for tour operation on the website for travel management of Vietnam National Administration of Tourism within 10 days from the date on which notice about organization of the first examination of an education institution is received.”

8. Amendments to Clause 4 Article 5 as follows:

“4. The certificates for domestic tour operation and certificates for international tour operation shall be issued to persons achieving at least 50% total score of each test in the examination for domestic tour operation and examination for international tour operation respectively. The certificates shall be issued within 30 days from the date of the examination.”

9. Amendments to Clause 3 Article 8 as follows:

“3. Price shall be posted and complied with when selling.”

10. Amendments to Points c and d Clause 1 Article 13 as follows:

“c) He/she graduates college-level or higher in another country under a training program in the official language of the home country. In case of training by a language other than the official language of the home country, attach documents proving the language he/she is trained in;

d) He/she holds a certificate of foreign language proficiency at at least level 4 of Vietnam’s language proficiency framework or a valid certificate satisfactory to regulations set forth under Annex I of this Circular issued by a competent organization or agency.”

11. Insertion of Clause 15a as follows:

“Article 15a. Structure and duration of examination for tour guiding

1. Structure and duration of examination for domestic tour guiding:

Examination for domestic tour guiding consists of 3 following tests:

a) Multiple-choice test: duration: 75 minutes; assessment score: maximum 60 scores; number of multiple-choice questions: 60 questions consisting of 24 questions selected at random about 4 contents of basic professional knowledge specified in Point a Clause 1 Article 14 of this Circular, each content shall be covered in 6 questions and 36 questions selected at random about 6 contents of professional and operational knowledge specified in Point b Clause 1 Article 14 of this Circular, each content shall be covered in 6 questions.

b) Free-response test: duration: 75 minutes; assessment score: maximum 40 scores; number of questions: at least 2 questions, each question may convey one or many points and shall be selected at random to cover at least 2 contents of professional and operational knowledge specified in Point b Clause 1 Article 14 of this Circular, each question shall cover 1 content.

c) Practice test: duration: 20 minutes: total assessment score: maximum 100 scores; contents: practice guiding a tour and answering situational questions, to be specific:

- Practice guiding domestic tourists on a tour: duration of preparation and presentation: 15 minutes; assessment score: maximum 70 scores; topic: introduction to culture, country, people and tourist attractions of Vietnam.

- Answer situational questions: time for preparation and answer: 05 minutes; assessment score: maximum 30 scores; topic: dealing with issues arising while guiding domestic tourists.

2. Structure and duration of examination for international tour guiding:

Examination for domestic tour operation consists of 3 following tests:

a) Multiple-choice test: duration: 75 minutes; assessment score: maximum 60 scores; number of multiple-choice questions: 60 questions consisting of 25 questions selected at random about 5 contents of basic professional knowledge specified in Point a Clause 2 Article 14 of this Circular, each content shall be covered in 5 questions and 35 questions selected at random about 9 contents of professional and operational knowledge specified in Point b Clause 2 Article 14 of this Circular, each content shall be covered in 4 questions and travel medicine content shall be covered in 3 questions.

b) Free-response test: duration: 75 minutes; assessment score: maximum 40 scores; number of questions: at least 2 questions, each question may convey one or many points and shall be selected at random to cover at least 2 contents of professional and operational knowledge specified in Point b Clause 2 Article 14 of this Circular, each question shall cover 1 content.

c) Practice test: duration: 20 minutes: assessment score: maximum 100 scores; contents: practice guiding a tour and answering situational questions, to be specific:

- Practice guiding international tourists on a tour: duration of preparation and presentation: 15 minutes; assessment score: maximum 70 scores; topic: introduction to culture, country, people and tourist attractions of Vietnam and other countries.

- Answer situational questions: time for preparation and answer: 05 minutes; assessment score: maximum 30 scores; topic: dealing with issues arising while guiding international tourists.”

12. Amendments to Points a and b Clause 1 Article 15 as follows:

“a) is a college-level or higher education institution licensed to train tour guiding, tourism and travel service management;

b) develops schemes for examination organization consisting of following basic information: question bank satisfactory to regulations under Articles 14 and 15a of this Circular; organization procedures; technical facilities and examination board;”

13. Amendments to Point b Clause 2 Article 15 as follows:

“b) be responsible for appraising and approving contents of the question bank for tour guiding and updating, revising the question bank on a biennially basis;”

14. Amendments to Point d Clause 2 Article 15 as follows:

“d) send notice attached to the schemes for examination organization specified in Point b Clause 1 of this Article to General Department of Tourism 30 days prior with respect to examination organized for the first time and 15 days for subsequent examinations;”

15. Amendments to Points b and c Clause 3 Article 15 as follows:

“b) instruct and inspect the examination organization and issuance of certificates for tour guiding;

c) request an education institution suspend organization of examination for tour guiding upon discovering failure of the education institution to satisfy conditions specified in Clause 1 of this Article until all of the conditions are satisfied;”

16. Addition of Point d Clause 3 Article 15 as follows:

“d) publicize list of education institutions which will organize examination and issue the certificates for tour guiding on the website for tour guide management of Vietnam National Administration of Tourism within 10 days from the date on which first notice of an education institution is received.”

17. Amendments to Clause 4 Article 15 as follows:

“4. The certificates for domestic tour guiding and certificates for international tour guiding shall be issued to persons achieving at least 50% total score of each test in the examination for domestic tour guiding and examination for international tour guiding respectively. The certificates shall be issued within 30 days from the date of the examination.”

18. Amendments to Clause 2 Article 17 as follows:

“2. Departments of Tourism, Departments of Culture, Sports and Tourism, Departments of Culture, Information, Culture and Tourism shall publicize plans for organizations of courses on knowledge update and issue certificates for completion of courses on knowledge update for domestic tour guides and international tour guides. The certificate for completion of courses on knowledge update for tour guides is valid nationwide.”

19. Amendments to Clause 1 Article 18 as follows:

“1. Annex I: List of foreign language certificates issued by competent authorities.”

Article 2. Replacement and annulment

1. Replace Annex I attached to Circular No. 06/2018/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with Annex I attached to this Circular.

2. Replace Form 11 under Annex II attached to Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with Annex II attached to this Circular.

3. Replace Form 12 under Annex II attached to Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with Annex III attached to this Circular.

4. Replace Form 3 under Annex III attached to Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with Annex IV attached to this Circular.

5. Replacement of following phrases:

a) Replace the phrase “Department of Tourism, Department of Culture, Sports and Tourism” in Clause 2 Article 2, Clause 3 Article 17, Form 1 under Annex V of Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with “Department of Tourism, Department of Culture, Sports and Tourism and Department of Culture, Information, Sports and Tourism”.

b) Replace the phrase “Department of Tourism/Department of Culture, Sports and Tourism” in Forms 1, 2, 10, 13 under Annex II; Form 1 under Annex III; Forms 1 and 2 under Annex V of Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with “Department of Tourism/Department of Culture, Sports and Tourism/Department of Culture, Information, Sports and Tourism”.

c) Replace the phrase “Department of Tourism or Department of Culture, Sports and Tourism” in Forms 4, 5, 6, 7, 8 and 9 under Annex II; Form 2 under Annex V of Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with “Department of Tourism/Department of Culture, Sports and Tourism/Department of Culture, Information, Sports and Tourism”.

d) Replace the phrase “Department of Tourism (So Du lich, SDL) or Department of Culture, Sports and Tourism (So Van hoa, The thao va Du lich, SVHTTDL)” under the Note section of Form 1 under Annex III of Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture Sports and Tourism on elaborating to a number of Articles of Law on Tourism with "Department of Tourism (So Du lich, SDL); Department of Culture, Information, Sports and Tourism (So Van hoa, Thong tin, The thao va Du lich, SVHTTTDL)”.

dd) Replace the phrase “Department of Tourism/Department of Culture, Sports and Tourism” in Form 3 under Annex IV attached to Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism with “Department of Tourism/Department of Culture, Sports and Tourism/Department of Culture, Information, Sports and Tourism”.

6. Annul Point a Clause 3 Article 5, Point a Clause 3 Article 15 of Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism

7. Annul the prase “according to General Statistics Office of Vietnam” in note section of Form 1 and note section of Form 2 under Annex III attached to Circular No. 06/2017/TT-BVHTTDL dated December 15, 2017 of Minister of Culture, Sports and Tourism on elaborating to a number of Articles of Law on Tourism.

Article 3. Implementation

Director General of Vietnam National Administration of Tourism, heads of relevant entities affiliated to Ministry of Culture, Sports and Tourism; Directors of Departments of Tourism, Departments of Culture, Sports and Tourism, Departments of Cultlure, Information, Sports and Tourism, heads of education institutions organizing examination and issuing certificates for tour operation and tour guiding; relevant organizations and individuals are responsible for implementation of this Circular.

Article 4. Implementation clause

This Circular comes into force from January 20, 2020./.

MINSTER

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