

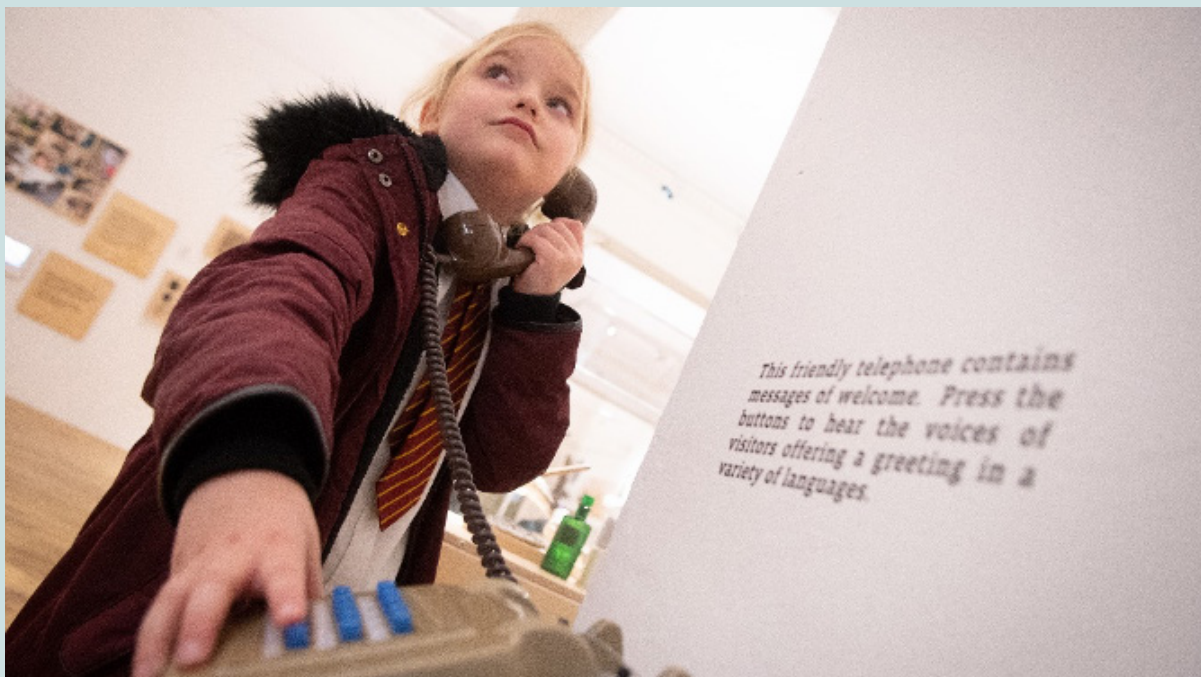


CASE STUDY

Sandford Award Criteria 4

There is attention to good management and administration during all aspects of the visit

Derby Museum and Art Gallery, Derbyshire



The Derby Museum and Art Gallery houses a fascinating range of important collections including the internationally renowned Joseph Wright of Derby Collection. Other collections include natural history, archaeology from prehistoric to the early modern, fine art and military.

What impressed the Sandford Award Judge?

Booking process

‘Enquiries for schools’ sessions are made by telephone. Specific staff are trained to deal with enquiries and provide initial information about the sessions. They have a functional relationship with the schools’ programmer and lifelong learning programmer. These staff have observed several of the sessions, both in order to give information from personal experience, and to maintain relationships with the facilitators. Occasionally, enquiries are taken by email or via frontline staff who refer back to the appropriate team.’

‘When a booking is taken by phone, a form is filled in to capture the visit information required, and the session is offered as provisional until the facilitators’ availability has been confirmed. The school is always asked about pupils with special or additional needs and the response is documented on the form. The booking is put into the electronic calendar. When facilitators are secured (and informed about special and additional needs), the school receives an email containing a confirmation letter and a welcome pack that contains risk assessment guidelines. The school is invoiced for the session after their visit.’

Welcome and orientation

‘When a class arrives at the museum for a facilitated session, they are greeted by one or both of the facilitators. The facilitator supervises the taking of coats and bags and leads the group to the appropriate place for the session. The facilitator takes the opportunity to check with teachers that declared SEND pupils are, indeed, in attendance. The facilitators supervise the transition between activities and spaces and lead the group back to reception for departure. Self-guided groups are welcomed by visitor services assistants who will supervise the taking of coats and bags and then direct the lead teacher or group leader into the museum.’

Meeting schools’ individual needs

‘Offers are regularly made to teachers and group leaders for a pre-visit meeting with the schools’ programmer or lifelong learning programmer. These are often taken up, and enable the teacher or leader, especially those who have not visited before, to familiarise themselves with the galleries and other spaces, locations for lunch, toileting facilities and the shop.’

Management and facilities

‘The visit was well managed throughout. The students were encouraged to explore the site and the collection by well-trained facilitators and well-informed teachers.’

‘The galleries and the handling objects provided a wealth of opportunities to enhance the students’ learning experience. These were particularly well deployed in the Egyptian session. The form teacher was very happy with the communication with the site before and during the visit and felt the students’ knowledge had been extended.’