

Skills Needs Survey:

Instructions & Definitions

# Before your start – read these instructions and the survey

It is essential that you read through the survey before your enter your responses online. Museums have told us that they might spend one to two hours preparing and then 20-30 minutes to enter a response into the online survey. To find the right information, you could consult with the people in your organisation who can tell you about training needs in their department or area of expertise. You can also look at your current business plans, training plans and recent appraisals.

# Who to include

**Respond as an organisation not as an individual:** We are interested in skill and training needs across all the staff and volunteers at the Accredited Museum(s) you are responding for (not responses from individuals).

**Staff and volunteers:** Think about the training needs of both your staff and volunteers (including Trustees/Board).

**The survey uses the word ‘organisation’** to refer to the one or more Accredited/Working Towards Accredited (WTA) museums you are responding for.

**Respond only for the Accredited/WTA museum(s) in your organisation:** Not for non-accredited museums that are part of your organisation, or parts of your organisation that are not museums.

**Information about your museum(s)**

At registration for this survey your provided information about your museum(s). Your museum development provider also holds information about your museum(s) from the Annual Data Survey and public Accreditation lists. You ill be asked to confirm or update some of this information at the start of the survey.

**Skill development & training definitions**

**Think about your organisation’s goals, and what skills your organisation needs to meet those goals**. Then choose training topics that will help develop those skills.

**Training refers to trainer-led or self-directed one-off sessions and short courses** (not other types of support that Museum Development provides, such as programmes, consultancy and grants).

**Respond in relation to all your museum practice training needs,** not just training that can be accessed from Museum Development. This could inform commissioning of training from other training providers.

# Prioritising your needs

**You will be presented with 5 areas for skill development (Governance & Leadership, Finance, People, Audiences, Collections), and asked to rate associated training topics according to your organisation’s priorities.**

**Think about your organisation’s goals in the next two years.** This means from the date you complete the survey up to Summer 2023. Within that timeframe think about **what is a training priority in the next year** (i.e. essential training to help your organisation meet its goals) and **what is a longer term goal** in the next two years (something your organisation is interested in, but the need is not urgent).

**Already Skilled:** If your organisation has recently undertaken training, recruitment or development in a particular area, or already has the skills to meet your goals (e.g. due to existing expertise, or because you are already in the process of addressing a need) you will be able to indicate this.

**Not applicable:** Reasons might include your operating context (e.g. you are a local authority museum and do not have a Board, or Finance is dealt with by the council), the activity does not take place at your museum (e.g. you do not fundraise), or your parent organisation is responsible for development in that area (e.g. you are a National Trust or English Heritage property and you access training in-house).

**Other needs:** If the training you need is not on the lists, you will be able to give more detail and suggest other topics.

# Level of Training:

When you have chosen your interests and top training priorities you will be asked to indicate what level of training you require for each (introductory, intermediate, advanced or a mix of these).

# Instructions for answering the workforce questions.

**The survey asks you about your workforce so that we know the size of your organisation. We are interested in the size and make-up of your workforce at the current time in order to be able to compare different types of museums. We understand that the Covid-19 pandemic may have affected your workforce. Please give the best information or estimate you have for these questions, that represents the current situation at your museum.**

* Your workforce includes any paid staff and paid apprentices/trainees employed at the Accredited museum(s) you are responding for, and any trustees and other volunteers who are engaged by and managed by the Accredited museum(s) you are responding for.
* Self-employed consultants and freelancers commissioned for sessional work (e.g. education) or specific projects (e.g. interpretation, project conservators, evaluation) do not count amongst your employees and you will be asked about this separately.
* Your workforce does not include franchise staff (e.g. if your café is a franchise and the employees are not paid for by the museum).

**Workforce – Head Count and Full-Time-Equivalent (FTE) employees**

* Employees include full-time, part-time, fixed term, casual/occasional, agency and ‘zero-hours contract’ employees who are paid through PAYE. Roles that are contracted out by the museum or your parent organisation to other organisations (e.g. security, cleaning), are also included amongst your employees.
* A member of staff working 5 days per week is 1 FTE. A member of staff working 3 days per week is 0.6FTE.
* If a museum has 3 members of staff, one who works 5 days per week and two who work 3 days per week, the FTE number of paid employees would be 2.2 FTE.
* If you calculate your staffing in hours then for the purposes of this survey 35 hours would be classed as 1 FTE, so every 7 hours would count as 0.2 FTE.

**Workforce – Volunteer Head Count and Hours**

Volunteers are those who receive no wages or salary, or who receive no more than the basic expenses, for example travel costs. Volunteers might be regular (full or part time) or one-off/occasional (e.g. for events). Please include Trustees in your count of volunteers but do not include unpaid internships/apprentices or work experience placements. Due to the Covid-19 pandemic we understand that your volunteer hours may have been reduced in 2020/21. Estimate the number of volunteer hours that you expect volunteers to contribute in 2021/22 (April to March, or your usual year).You can use previous years data and current volunteering levels as a guide (and given no further Covid disruption).

# ‘Accessibility’ and ‘Inclusion’

The survey asks about various aspects of ‘Accessibility’ and ‘Inclusion’. Think about all facets of Accessibility and Inclusion, including physical (e.g. physical and sensory disabilities), intellectual (e.g. relating to learning needs, dementia etc.) and social (including Socio-Economic Status, Ethnicity, Age etc.). ‘Accessibility’ refers to designing places and programming specifically to meet the needs of particular groups (e.g. to accommodate disabilities). ‘Inclusion’ refers to using accessibility and other strategies to accommodate a wide range of Audience groups, ensuring that places and programming are welcoming and open to all.