

EDUCATION POLICY

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1 INTRODUCTION

Education, in its broadest sense, is central to every museum. Museum collections are held to enrich the knowledge, understanding and experience of all. It is at the heart of the museum's work, reaching out to all, and drawing upon staff and resources throughout the museum.

2 PURPOSE

Education in its fullest sense is central to the relationship between the museum and the communities that it serves. This is the context in which the Royal Armouries is re-stating its education policy ensuring the collection is made available to a wider, more diverse audience.

The Royal Armouries intends to fulfill its educational duties as vigorously and purposefully as it can. It is committed to:

- Providing learning opportunities for:
 - every visitor
 - all its potential publics
 - the local communities which it serves
 - nationally
 - internationally

- Developing as a learning organization by:
 - promoting and publishing research by its staff and others.
 - training staff and improving their knowledge and performance of their duties.
 - improving its understanding of the learning needs of all whom it can serve.
 - developing ways of involving the whole museum in providing the widest range of learning experiences.

3 SCOPE

In 1974 the Royal Armouries Education Centre was set up to provide services to school parties visiting the Tower. It also developed regular adult education programmes, occasional holiday activities and programmes specifically for adults and children with disabilities. Education staff have come to play an

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increasing role within the museum, particularly in relation to display improvements, temporary exhibitions, publications and access. Strategy 2000, which charted the expansion of the museum into a multi-site operation, recognised that education must be at its heart. There is now general recognition both in the museum community and in government, that if museums are to fulfil their public responsibilities they must become more responsive to all who do or might use them.

4 THE EDUCATIONAL MISSION

The educational mission is:

‘To provide the widest possible range of learning opportunities based upon the unique educational resources provided by its collections and the knowledge of its staff, and to encourage and support the widest possible take up of these opportunities’.

5 THE COLLECTIONS AND EDUCATION

The Royal Armouries recognises the unique opportunities of collection-based learning. The interaction of people and objects makes possible learning which is open to all on their own terms. The Royal Armouries affirms the exceptional educational potential of its collections and the knowledge associated with them. Arms and armour have had a central role in history. Used for survival and supremacy, for sport and play, or to symbolise power, status and wealth, they are associated with every area of human experience. In consequence, arms and armour relate to an extraordinarily wide range of academic subjects, creative and performing arts, leisure interests and topical issues. Moreover, the collections are international, representing cultures and religions worldwide. The Royal Armouries recognises that in developing the full educational potential of its collections it must work to correct any misperception or prejudice that may prevent their appreciation.

6 THE MUSEUM AND EDUCATION

The Royal Armouries takes account of its broad educational mission in planning, resourcing, management and training. The whole museum contributes by increasing public awareness of, and access to, the learning opportunities available through the Royal Armouries. Management and staff will seek to break down barriers to visiting, understanding and enjoying the museum. The Royal Armouries recognises external impediments, such as those caused by culture,

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language, age, gender, economic disadvantage and physical and intellectual access, and internal barriers raised by the structure of the organisation and the practices and attitudes of staff.

For each primary objective in the Royal Armouries' Strategic Plan, targets reflecting the museum's education mission will be incorporated, as appropriate. The Annual Review to the Board of Trustees will report on how the museum has carried forward education on each site.

The Royal Armouries recognises that the education service also contributes to the museum's commercial success. Visitors are attracted by opportunities for formal education, leisure learning and/or lifelong learning in the museum, often for repeat visits. Goodwill, benefactions and sponsorship are also attracted. Education publications may have national and international markets.

In taking up the income-generation possibilities of education, the Royal Armouries will be guided by its commitment to ensure educational opportunities are accessible and high quality. It will only charge for educational products and services which do not restrict access, which make possible services that would not otherwise be available, or which are necessary to maintain quality standards.

7 RISK

The associated risk of non compliance of this policy is:

Impact of non compliance: LOW

Likelihood of non compliance: LOW

Risk will be mitigated by continuous staff monitoring. The risk associated with non compliance of this policy will be included on the risk register.

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EDUCATION PROCEDURES

PURPOSE

To support the Education policy by outlining roles, responsibilities and the education strategy of the Royal Armouries.

Role of the Armouries Education Services at Fort Nelson, Leeds and Tower of London

The education services participate in the Royal Armouries' education mission by:

- organising educational programmes and associated events
- producing education-based publications, support materials and learning resources, on-line and hard copy
- contributing to museum planning and management
- working with and encouraging other staff to contribute to the educational mission
- advising on educational aspects of display and interpretation
- offering training in the educational use of the museum's collections and resources
- co-operating with users and providers in formal education, the community and the commercial sector
- representing the educational needs and preferences of current and potential users
- making the Royal Armouries a national and international centre for the practice and study of museum education

Objectives of the Education Services at the Fort, Leeds and Tower of London

The objectives of the education services in conjunction with staff across the museum are:

- To support the major areas of formal education, as appropriate to the site: e.g. nursery (pre-school and reception); primary; secondary; sixth form; post 16 vocational; undergraduate (academic and vocational); post graduate and research, by:
 - teaching, leading / supporting learning activities
 - training teachers
 - producing learning materials and publications

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- working with education providers, producers and volunteers
- To service the major areas of life-long and leisure learning, as appropriate to the site: e.g. the visiting public; adults in continuing education; community groups; special interest groups; senior citizens; those living, studying or working locally by advising and training staff on gallery talks, tours, activities and events, lunch-time lectures and workshops, evening classes, weekend conferences and study days, temporary exhibitions, materials and publications, and educational outreach.
- To equalise learning opportunities by providing for the differing educational needs and preferences of the museum's users taking account of subject interests, learning styles, cognitive levels, age, gender, physical and intellectual access, emotional and social needs, language, culture and ethnic background.
- To increase the accessibility of the collections, displays and related knowledge to users:
 - by working with staff responsible for collections management, enquiry and reference services, research, display and interpretation, events, website, IT, design, marketing and PR, development and visitor services
 - exploring other subject areas (Science, Engineering D&T) to make the collection relevant to the National Curriculum in these target areas ;
- To develop methods of effective evaluation of all forms of learning experience provided through the museum.
- To develop links with educational and community organisations and groups in order to expand take up of the museum's services, identify and respond to new needs and interests, and represent these effectively within the museum.
- To maximise value for money from the resources available to the education services, and to increase those resources through sponsorship and grants, donations and volunteer support, self-generated income, and by co-operation for the museum's educational objectives with educational bodies, arts organisations, community groups, industry and commerce.

The Royal Armouries recognises that the achievement of these objectives depends upon maintaining and enhancing the standards of its education services, and therefore upon adequate staffing levels, physical and intellectual access to the site, collections and collections knowledge, dedicated collections for handling and appropriately equipped spaces for learning activities.

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Education Services Operation and Planning

There are three Education Services operating at the three different sites. Each site has its own circumstances, reflecting the nature of collections and buildings, location, numbers and types of visitors, availability of resources, established networks and contacts, and organisational relationships on site. Each site therefore has its forward plan, which applies the overall educational objectives to its own opportunities and constraints.

At Leeds

The planning and operation of the education service is directed by the Visitor Experience Manager; Leeds.

At the Tower and the Fort

The planning and operation of the education service is directed by the General Manager South.

EDUCATION CORE DUTIES

To deliver Education by:

1. Responding to educational enquiries & providing/monitoring a booking service
2. Providing educational information & advice & liaising with partner organisations to distribute literature etc as widely as possible
3. Promoting services, facilities, activities and resources
4. Developing learning opportunities and materials to increase use
5. Researching, designing, piloting, and ensuring delivery of a range of teaching sessions (both directly and supervising others to do so)
6. Researching the needs and views of users and potential users, identifying opportunities for increasing access
7. Recording data and evaluating services, materials, etc for future development or improvement
8. Operating services in accordance with current policies, guidelines, handbooks, etc for efficiency & effectiveness
9. Contributing to initiatives (e.g. web, publications, retail, exhibitions, public programme, galleries, etc) as agreed with line manager
10. Undertaking other appropriate duties, commensurate with your post, as directed by the line manager.

EDUCATIONAL OUTREACH

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Outreach statement

Educational Outreach on all three sites is carried out for a specific educational purpose with groups of learners who cannot otherwise have access to the collection.

Risk Assessments

A risk assessment must be completed for each outreach event, and this must be undertaken by the event organiser.

Staffing

The event organiser must arrange for staff to be available to supervise handling. These staff must be fully trained in the handling procedures, and trained according to the risk assessment set for that event. The objects should be supervised at all times by a minimum of two trained staff. Supervision of objects must not be delegated to any non-Royal Armouries staff. Provision for staff to take breaks must be co-ordinated so that objects are secure and supervised at all times. Due to the staffing levels and nature of education outreach at the Fort and the Tower procedures that are specific to these sites have been established, but with similar regard to people and object security maintained at an acceptable yet sustainable level.

Security

Objects borrowed must be returned to the Education Centre at the end of each day. If this will be at a time when the Visitor Experience Department is closed, an arrangement to leave the item with Security may be organised in advance. No objects should be kept off site without prior arrangement with the Visitor Experience Manager and Registrar's Department.

Check lists will be provided and it is the responsibility of the event organiser to ensure the objects listed are returned and checked in at the end of the event. Any objects that are missing, damaged, dirty or otherwise in a different condition to when they were borrowed must be notified to the Visitor Experience Manager.

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EDUCATION HANDLING PROCEDURES

(Please also see Public Handling Procedures in the Collections Department Manual).

GENERIC

- 1) Generic risk assessments for activities and Spaces must be carried out prior to the session taking place and a copy lodged in education and with the Health & Safety Department.
- 2) The ages / abilities and weapons being used in a children's session must be taken into account before the session starts.
- 3) Ensure verbal instructions on Correct Procedure in handling are given out prior to the handling taking place.
- 4) Ensure the room capacity is known prior to the event so this is not exceeded.
- 5) Ensure extra staff can be called if numbers increase beyond the Demonstrators control.
- 6) Ensure the area is cordoned off, giving the Demonstrator the safety and control of the session.
- 8) When the objects/weapons are being transported to the place of show, please ensure these are done both sensibly and safely at all times. The use of a trolley could be used wherever possible.

LEEDS SPECIFIC

Use of Rooms and Objects by Non- Visitor Experience Staff

1. All Royal Armouries Staff must be **security cleared** by Human Resources to use Classrooms 1 and 2 without a member of the Visitor Experience Team present.
2. A member of the Visitor Experience team must be present in the Office Area, on non-contact time, if a member of non- Visitor Experience staff is using any classroom in the Education Centre.
3. All staff and outside speakers taking charge of a group of young or vulnerable people must produce their CRB certificate for verification by

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HR, in alignment with the Museum’s Child Protection policy and procedures.

4. All Objects used must be requested at least three weeks in advance of the event on a Handling Form. Two weeks before the event the Visitor Experience Manager will confirm whether the requested objects are available. Priority will be given to Education groups under sixteen years of age.
5. All Objects must be logged out and in using the relevant Handling Object Form. Any wear and tear to the objects must be noted. These forms must be returned to the Visitor Experience Coach who is responsible for maintaining the Education Handling Collection.
6. In the event of extensive wear and tear the Visitor Experience Department reserves the right to gain recompense from the budget holder of the relevant department. This may mean sharing the financial burden of cleaning, repair and/or replacement.
7. Brief Lesson Plans with summaries of activities must be submitted to the Visitor Experience Manager before the use of the rooms will be approved, to ensure the activity is in alignment with the existing Health and Safety Procedures. These will be filed for future reference and in alignment with the Museum’s Knowledge Management Policies.
8. Objects required for booked Education sessions will be given priority over requests from other departments.
9. Objects needing cleaning or mending will not be used.
10. All members of staff must be trained, observed and signed off in the safe use of handling by the Visitor Experience Coach before using the collection.

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Security and Care of Education Artefacts & Objects

The Education centre, classrooms and stores all operate on very specific procedures, to achieve the required controls as laid down in the Registrar's policies and the Child Protection Policy.

The door codes are not permitted to be given to unauthorized personal and are updated on a regular basis. Do not write down the code anywhere, pass the code on to any individual or leave the doors 'on the latch'. Any individual doing so will be engaged in the disciplinary procedure. **The door locks are there to protect original artifacts and the safety of children and vulnerable adults.**

The Education keys can only be given to individuals who Security recognise as being on the list issued by the Registrar. This is at the discretion of Security, who has the right to refuse access. These keys can only be drawn by the Visitor Experience Team.

The above individuals are responsible for the key, and are not permitted in any circumstances give the key to anyone else, even those individuals who have access to the same area. If the key needs to be handed over, return it to Security, who will sign it back in and then reissue it to the other key holder.

The doors to the Education Gallery Stores must be kept locked at all times when you leave them, even if you are in the same gallery. The Education centre store must be kept secure at all times with the internal cage locked and secure when not in usage.

If you have an education store key with you during an emergency evacuation of the building, please keep the key with you and return it to Security as soon as it is safe to do so.

If you mistakenly take the key out of the building, phone Security immediately to inform them and then take the key back. It is not acceptable for any key to be out of the building for any length of time or overnight.

A checklist must be completed for every session. This can be found in the education centre. Each checklist contains a comprehensive list of all items to be used in each session. These items are selected in relation to their educational value in discussing, highlighting or exploring a theme or topic as found in the

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session's Lesson Plan. Do not use any objects that are not on the checklist without permission from the Visitor Experience Coach or the Visitor Experience Manager.

The Visitor Experience member must date, sign and check each item both before and after the session – noting down any damage, washing, cleaning that maybe required. The Visitor Experience member must return the completed checklist to the Visitor Experience Coach at the end of the session.

The contents of the lessons are researched and planned by the Visitor Experience Team and must be observed at all times (see attached example).

Additional security & care measures in gallery teaching areas.

Items in the Education Gallery Stores when in usage are the responsibility of the Visitor Experience staff leading the session. Any additional security measures in place must be used at all times these include:

1. The Visitor Experience staff member must never leave objects unattended in open teaching areas e.g. Tournament or the dojo.
2. Padlocks on storage trunks must be secure when trunks are in transport around the building
3. When moving items around the building use the storage trunks or bags provided.
4. Never move more than you can carry – always take sufficient members of staff for the task in hand

Always complete a checklist before and after each session – if any items are missing or damaged report it immediately to the Visitor Experience Coach.

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