

Museum Accreditation site visit outline

Site visits complement our desk-based assessment and help us to gain a better understanding of your organisation, they're part of the quality assurance process within Accreditation. We visit all new applicants to the scheme, museums that have been through a period of significant change and a 10% sample of other Returns.

At the visit we'll cross-check information you've provided in your application form to help inform our draft recommendations to the Accreditation Panel. Visits are designed to be supportive, there's no pass or fail. If issues are identified during the visit, we'll provide feedback and guidance on how to address them.

The visit will cover the following elements:

1. Accreditation documents

Some documents and information are required for Accreditation, but you're not asked to provide them with the online form. We will ask to see them during the visit:

- 1.3 Confirm arrangements for access to professional advice
- 3.2 Security – confirm expert advice or risk assessment
- 3.3 Clear, workable emergency plan
- 5.2 Documentation plan
- 5.2 Documentation procedural manual
- 7.2 How do you identify access issues?
- 8.1, 8.2 How do you consult with your users and non-users? What do you do with this information?
- 9.2 Examples of marketing materials

2. Site tour

We'll view your display/exhibition and storage areas on site, looking at elements from two sections of the Standard, managing collections and users and their experiences, including how information to visitors is made available.

We'd like to talk about:

- Care and conservation of collections
- Interpretation and display
- Facilities and signage
- Front of house arrangements
- Learning and access activities

3. Documentation in practice

We'd like to better understand how the museum approaches documentation, so we'll ask for a demonstration during the visit. It'd help if you have the accessions register/inventory ready in advance.

- We'll choose up to two items on display and ask you to find the documentation related to them.
- Up to two items will then be randomly selected from your accessions register, and we'll ask you to find the items for us to view.

This is not a pass/fail exercise, it's about understanding the systems you have in place.

We aim to keep the visit as informal as possible and please feel free to ask any questions you have during the day.

We really value your thoughts so if you have any feedback, comments or suggestions about how we can do better please do let us know.