



Museum Accreditation Standard 2018 Accreditation Returns - System Guidance

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Accreditation Returns – System guidance

This information sheet is designed to help you to fill in your Accreditation Return application on the [Application System](#). You should read this supplementary guidance alongside the main [Meeting the Standard](#) guidance and the [Accreditation - Getting Started on the System](#) guidance.

In this sheet, we will talk about the following.

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Key System links and tips

Application system home page link

<https://grants.artscouncil.org.uk/frontOffice.xhtml>

Do not use your browser Back and Forward buttons

You will not be able to use your browser 'Back' and 'Forward' buttons whilst using the **Application System**. Instead you need to navigate back and forwards by using **System** buttons and menus. If you try to use your browser buttons you will get an 'unexpected error' message and may need to restart the **System**.

Character count in free-text boxes

For the free-text boxes that you fill in, the **System** uses a different method of character count than Microsoft Word. Please bear this in mind if you draft your answers in MS Word to copy and paste over. The **System** counts line breaks and special characters differently.

Save often - Automatic log off 60 minutes after you last clicked a button / link

The **System** will log you out 60 minutes after you last clicked a button or link. Typing in boxes **does not** count as activity, only clicking a button or link – so please remember to click **Save** often. You will receive a warning pop up when you are getting close to being timed out.

Attachments

We can accept attachments in the following formats and up to 10MB each:
PDF, MS Word, MS Excel, MS PowerPoint and jpeg

Mandatory fields

All fields marked with an **Asterisk*** are mandatory.

You can download a Word version of the Accreditation application form in the guidance library at the following link: [Application form question sets](#)

Locating your application form

This guidance begins at the point you have already set up an application form via the **Programmes** menu. Please refer to [Accreditation - Getting Started on the system](#) for instructions on creating an **Applicant Profile** and starting a new **Application**.

To access the blank application form you have created, log onto the online [Application System](#) and click **Grants Management**. Then click **Applicant**. Click on the tile of the **Applicant** you are making the **Application** from. On the left-hand side click on the **Application** form for **Accreditation** that shows as **In Progress**.

Navigating the application

You should **fill in the pages in order**, as the answers you provide will determine which subsequent questions and pages will open up to you.

Top tips - completing the application form page by page

The Introduction page to the address information page

The first page is an **Introduction** with links to guidance documents. Once you have read through this page, click **Next Page**.

The next three pages are pulled directly from your **Applicant Profile**. You can review the information and click **Next Page** for each of these pages. If you need to edit any of this information, this cannot be done from here, you need to edit it in your Applicant profile. For instructions on how to do this, please see Appendix 1 of the [Getting Started on the System](#) guidance.

Please note that some fields within your Applicant Profile are locked after validation. If you wish to amend your applicant name, organisation legal name, legal status, governing document, company number or charity number please email grant.management@artscouncil.org.uk

Contact information screen

Any contacts you have labelled as 'Museum Primary contact' or 'Museum Senior contact' will pull through directly from your applicant profile to the Contact Information screen.

You can now start the main body of the application. All fields marked with an **Asterisk*** are mandatory.

Museum Details

Name of museum (this name will appear on your award certificate) – please fill in the museum site name (the operating name) rather than the governing body name.

When you've filled in all mandatory fields, press **Save and Next**

Details about your application

You will be asked to classify your museum - for further details please see the [Museum Scalability Indicators](#) guidance

Select the type of application as **Return Application**

When you've filled in all mandatory fields, press **Save and Next**

Required actions/ areas for development (Returns only)

To complete this section, you will need to click on the **add** icon: **+**

Enter your relevant text into both boxes. You will need to copy and paste each Area for Development from your award letter and then provide an update on progress. Each Area needs to be entered as a separate item.

If you only have one area for development, then click **Save & Back to List**. If you have more than one, then click **Save & Add Another**, repeating this process until you have completed an entry for every required actions or area for development. Then click **Save & Back to List**.

Click **Next Page**.

Please note there is a place for you to upload attachments later in the application if you wish to provide more information than the text boxes allow.

Returns checklist

This is a **list of requirements in the Accreditation Standard**.

Each requirement that is ticked here has a **corresponding section within the application form that you will need to complete**. Based on the sections and questions you answer we'll ask you to upload mandatory attachments to the **Required attachments** page.


On the Returns Checklist screen you'll see there are 12 requirements which are already ticked. To comply with the Accreditation scheme, your policies and plans should be reviewed every five years. We appreciate a lot may have changed since your last Return. We'd therefore expect you to tick most if not all boxes on the Returns Checklist.

When you have ticked the additional requirements you will report on, press **Save & Next Page**

Requirement Screens

Work through each Requirement section, filling in all mandatory fields on each page. (Note - the answers you provide to some questions will inform which documents you will later need to upload to the **Required attachment** page). When you've filled in all mandatory fields on each screen, press **Save and Next Page**.

Requirement 3.1 Secure occupancy of all premises containing collections

To complete this section, you will need to click on the **add** icon: 

Enter your relevant answers in the boxes. If you only have one premises to detail, then click **Save & Back to List**. If you have more than one, then click **Save & Add Another**, repeating this process until you have completed an entry for every premises.

Then click **Save & Back to List**. Click **Next Page** to move on to the next page.


Requirement 4.2 approved collections development policy

On this screen you will indicate whether you have separate Collections Development, Collections Care and Documentation policies, or whether you have combined them together into a single Collections Management Policy.

Additional Information

If you'd like to tell us about any significant achievements at your museum since your last submission, please share them with us on this screen.

Governance document

Your governance document is pulled directly onto the Governance document page in the application from your **Applicant Profile**. You can review the document by clicking on the **magnifying glass** icon: 

If you wish to amend the governing document in your **Applicant Profile** please email grant.management@artscouncil.org.uk Please make sure to reference your applicant profile name and number beginning 5XXXXXXX.

Please do not submit the application until the updated governing document has pulled through to this screen.

Required Attachments

As you worked through the **Requirements** screens you ticked boxes to confirm that you will upload an attachment as part of that question.

As a result, on the **Required Attachments** screen you will now see a bespoke list of the documents you need to upload under the heading **Required attachment name**.

We suggest you either [make a note of these required documents or download this section as a PDF to reference](#).

To download this section, go to the top right and click **Export to PDF**. Click on **Unselect All Formlets** and then click in the box next to **Required attachments** (NOT Required attachments --> attachment details). Then click **Export to PDF**. Click **Back** to return to the attachments page.

We recommend you set up a folder with all your required documents saved and scanned, named as the appropriate requirement number and title. Everything you need is then in one place for ease for uploading.

We can accept attachments in the following formats and up to 10mb each:
PDF, MS Word, MS Excel, MS PowerPoint and jpeg

You need to upload your documents one at a time. To do this, click on the hyperlink **Attachment 01** under **Document Type**

The next page is where you upload your document.

Please pay particular attention when you select the **Attachment type**. This list contains every possible kind of attachment which could be asked for in any kind of Accreditation application, and they all have very similar names.

Select your correct attachment type by referring to the PDF you downloaded, or the offline notes you made. Once you have correctly uploaded that document, click **Save & Back to List**. You will see that you now have a tick next to that document in your list.

Additional Attachments

On this screen, please upload any additional documents. These can include:
Audience development plan, Learning plan, Access plan, Marketing plan
Collection management framework, Any other documents
Then click **Save and Next Page**.

Monitoring information

Your monitoring information is pulled directly from your **Applicant Profile**. If you need to change any of this information, this cannot be done from here, you need to edit it in your Applicant profile. For instructions on how to do this, please see Appendix 1 of the [Getting Started on the System](#) guidance.

Submitting your application

The last page to complete is the **Submission summary**. If you have a tick next to each item in the list, then it will allow you to click **Submit**. If you have any crosses, then you have not yet completed that page successfully – the hyperlink will tell you the reason it's not complete and will take you back to the correct section to amend it.

When you submit your Accreditation application, you'll receive an **automatic email notification** confirming we've received it. If you don't receive a notification within an hour of pressing submit, please first check your junk mail folder.

What happens next?

After you submit your **Application**, it will be assigned to an **Assessor** who will conduct a **First Review** of your application to determine if they need any more information from you or whether they have everything they need to assess your application.

Request for information

If the **Assessor** decides they do need to get in touch to ask you for more information, then this would be through the **System**. You will receive an email notification about this with instructions on how to submit the required information. The notification will be sent to all **User Accounts** linked to the **Applicant Profile**.

You would need to complete the **Request for Information** step on the **System**. You would find this in the same place where you would find an application that you had started. You would click on the **orange folder** next to the **Request for information** step against your Accreditation Project Number beginning ACCR-

You would then work through the pages in the same way as you did in your application. The **Submission Summary** at the end would tell you if you have completed all the sections correctly. If you have, you will have all ticks and be able to click **Submit**.