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Making Accreditation work for you (2016)

Policies, Plan, Procedures, Agreements, Assessments and Charts required for Accreditation

Congratulations! Your museum has achieved / retained Accredited standard.

Museum Accreditation is a framework for running a resilient museum that continually improves the way it is run, the way it looks after its collections and the services it offers to the public. An internationally recognised museum standard, it is much more than an accolade to be achieved, celebrated and hung on the wall.

In the aftermath of the flurry of activity involved in pulling together an application or a return and the subsequent wait to hear the Accreditation Panel's decision, the purpose of the scheme as a living framework for running an exciting and successful museum can get lost.

The Accreditation team of the SW Museum Development Programme (SWMDP) has put together a series of resources designed to help you put all your hard work to good use and reap the benefits of having an organisation-wide commitment to working to the Accreditation standard.

This one is a list of the Policies, Plan, Procedures, Agreements, Assessments and Charts required for Accreditation.

The others can be downloaded from the SWMDP website and are:

- Top Tips for Accredited Museums - ten ways to make Accreditation work for you
- A Workplan for Delivery and Improvement - key dates and activities during the 3 year period between Accreditation Application and Accreditation Return
- Tabulated reminders of what each requirement covers and suggestions of when to use the various documents, policies, plans and procedures your museum now has in place to guide its operations.

Before you start, please make sure:

Everyone involved in the museum – paid and volunteer staff, the governing body - has an understanding of Accreditation and the importance and benefits of applying the standard to their work;

Everyone is aware of the resources that exist in and beyond the museum to help them – whether other members of the museum workforce, colleagues in neighbouring museums and the specialist development officers available through the [SW Museum Development Programme](#) or the online resources available at:

www.southwestmuseums.org.uk – information about Accreditation, contact details for the Development Officers and regional projects and project funding

www.swfed.org.uk/resources – guidance, toolkits, case studies and links on every aspect of running a museum; information about the SW Museum Skills programme

www.artscouncil.org.uk/accreditation - Accreditation guidance and information about the application and returns process

www.collectionstrust.org.uk – guidance and information on collections management



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www.southwestmuseums.org.uk

Policies, Plan, Procedures, Agreements, Assessments and Charts required for Accreditation

Those marked with an asterisk (*) are mandatory

Statement of purpose * (1.1)

Governing document * (1.2)

Two years accounts or similar documentation * (1.6)

Policies

- Workforce Development (1.7)
- Environmental Sustainability * (1.10)
- Documentation * (2.3)
- Collections Development * (2.2)
- Collections Care & Conservation * (2.4)
- Customer care charter/policy (3.1.4)
- Access *(3.1.5)
- Learning (3.3.3)
- Interpretation (3.3.1)
- Research (3.3.2)
- Display (3.3)

Plans

- Succession planning for Governing Body (1.3)
- Forward Plan, including action plan and resource plan (finance & workforce)* (1.4)
- Emergency Plan * (1.9)
- Documentation backlog plan * (for museums with a documentation backlog) (2.5)
- Collections Care & Conservation * (2.6)
- Workforce Development (1.7)
- Audience development (3.1.3)
- Marketing (3.2.3)
- Interpretation (3.3.1)
- Learning (3.3.3)
- Research (3.3.2)

Procedures

- Evidence of delegated responsibility * (where key decisions have been devolved to an individual or a committee of the governing body) (1.3)
- Committee terms of reference * (where key decisions have been devolved to a committee of the governing body) (1.3)
- Induction – Governing Body, staff, volunteers * (1.7)
- Employee/volunteer handbook *(1.7)

- Succession procedures (1.7)
- Documentation Procedural manual *(2.7)
- Consultation with users and non-users (3.1.1)
- Evaluation (3.1.2)
- Delivering customer care (3.1.4)

Agreements

- Management agreement * (museums where a body has been contracted to manage the museum) (1.3 and 2.1)
- Lease/licence for museum premises * (museums that do not own their own premises) (1.5)
- Volunteering agreement * (1.7)
- Museum Mentor * (museums without a suitably qualified member of staff) (1.8)

Charts

- Management chart *(1.3)
- Workforce chart * (1.7)

Assessments

- Access audit/assessment * (3.1.5)
- Security review * (2.8)

Legislative & ethical framework

- Health & Safety legislation
- Equalities legislation
- Employment legislation
- Environmental legislation
- Charity law
- Financial reporting and accounting law
- Museums Association Code of Ethics (2016)