

CULTURE AND THE ARTS — ART GALLERIES AND MUSEUMS — TOUR GUIDES AND DOCENTS

1755. Mr A. Krsticevic to the Minister for Culture and the Arts:

In respect of each Art Gallery and Museum within the Minister's remit, can the Minister please advise:

- (a) how many tour guides and/or docents are employed and/or volunteer and what is the gender, age and ethnicity breakdown of those persons;
- (b) What training is provided to these staff:
 - (i) can you provide a list of the knowledge-based topics covered in the training and provide detail of the presentation techniques covered in the training;
 - (ii) how many hours of training are completed; and
 - (iii) is the training mandatory; and
- (c) What ongoing/refresher training is provided:
 - (i) what is the nature of this training;
 - (ii) how often is refresher training provided;
 - (iii) how many hours of training are completed; and
 - (iv) is refresher training mandatory?

Mr D.A. Templeman replied:

Art Gallery of Western Australia

(a)

Total Volunteers	Male	Female	Over 55 years	Under 55 years
99	4	95	84	15

Ethnicity:	
Non Indigenous Australians	79
English	6
South African	5
Italian	2
Chinese	2
Japanese	2
German	1
Dutch	1
North American	1

- (b) The training period involves attending 20 x 3 hour sessions, observation of tours, research and planning and homework assignments.
 - (i) The training program is designed using both the explicit and inquiry models of teaching, [see tabled paper no 600.] for the topic covered and the techniques used.
 - (ii) Trainees must complete 60 hours of formal training at the Art Gallery and an additional 150 hours, observing tours, completing research, planning and homework assignments.
 - (iii) Training is mandatory.
- (c) A program of 20 professional development sessions are held over the course of the year, and an additional 4 specialist sessions.
 - (i) The Professional Development Program uses a blended learning approach. Sessions are instructor led and/or interactive and/or hands on. The sessions are either content focussed to enable Guides to learn about the artworks on display and/or learner centred to improve their public speaking and interpersonal guiding skills.
 - (ii) Fortnightly sessions during school term time. Specialist training sessions are held at additional times during the year e.g. Touch Tour Training, Guiding visitors with Alzheimer's Disease, Visual Analysis for Year 11&12 ATAR Students.

- (iii) The fortnightly sessions represent 30 hours of training. The Specialist Training Sessions are 3 hours each.
- (iv) Yes – guides are required to attend at least 16 professional development sessions each year.

Western Australian Museum

WA Museum employs Visitor Services Officers (VSOs) who conduct tours as part of their duties.

WA Maritime Museum and WA Shipwrecks Museum, Fremantle

(a) **Visitor Services Officers**

Total VSOs	Male	Female	Over 55 years	Under 55 years
19	9	10	13	6

Ethnicity:	
Non Indigenous Australians	17
South African	1
Asian	1

Volunteers

Total Volunteers	Male	Female	Over 55 years	Under 55 years
129	87	42	69	15

Note: Not all data is available for age information on volunteers, no data available for ethnicity of volunteers.

- (b) Face to face training is provided. In addition to written resources and documentation, workshops are held which includes practical role playing. Peer support and shadowing experienced staff. Cultural awareness training and disability access and inclusion training is also provided.
 - (i) VSO's General highlights of Museum sites, specialised tours of travelling exhibitions, tactile tours, objects and memories tours, behind the scenes tours, first aid training, fire awareness training, manual handling training, security training, visitor survey collections, cultural awareness, disability access and inclusion.

Volunteers – code of conduct, code of ethics and expected behaviours. OSH procedures, site orientation, customer service charter, visitor engagement strategies, security procedures, visitor engagement strategies, managing and utilising resources and presentation training.
 - (ii) 27 hours for VSOs and 6 hours for Volunteers.
 - (iii) Training is mandatory.
- (c) For VSO's ongoing training is undertaken every year for fire awareness, training on a six month rotation covering the WA Shipwreck Museum and the WA Maritime Museum. Ongoing training for Museum led tours general highlights, specialised tours, tactile, objects and memories and behind the scenes tours are conducted as exhibition content changes. First aid training is undertaken every three years. The remaining training is conducted as required.

Volunteers receive ongoing training as exhibition content changes and new activities are added to the volunteer repertoire.
 - (i) The training is designed to explore a range of presentation styles in which the Museum can engage with Visitors in a safe environment, providing accessibility to objects that visitors may not otherwise have the opportunity to engage with.
 - (ii) Refresher training is provided as needed.
 - (iii) training is provided on an as needed basis, generally for no more than one hour.
 - (iv) Yes.

Museum of Geraldton

(a) **Visitor Services Officers**

Total VSOs	Male	Female	Over 55 years	Under 55 years
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9	1	8	4	5
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Ethnicity:	
Non Indigenous Australians	5
Aboriginal	2
European	1
Columbian	1

- (b) Museum site induction, OHS induction, customer service training, cultural awareness training and disability and inclusion training.
- (i) First aid training, emergency training, Dutch shipwreck off the WA coast, thematic interpretation techniques, cultural awareness and disability access and inclusion training.
- (ii) Minimum of 6 hours.
- (iii) Yes.
- (c) Refresher courses in first aid and emergency response training.
- (i) Emergency training – how to react to an emergency, and first aid response.
- (ii) Emergency training is provided every 6 months, first aid training every 2 years.
- (iii) For both emergency and first aid training up to 4 hours annually.
- (iv) Yes.

Museum of the Goldfields, Kalgoorlie

(a) **Visitor Services Officers**

Total VSOs	Male	Female	Over 55 years	Under 55 years
5	1	4	5	0

Ethnicity:	
Non Indigenous Australians	5
Aboriginal	0
European	0
Columbian	0

- (b) Museum site induction, OHS induction, survey training, customer service training, training for cleaning heritage rooms and buildings, offsite IT and first aid training, cultural awareness training and disability and inclusion training. Each VSO receives an induction manual which they are expected to read and refer to as required.
- (i) Retail and customer service training, telephone protocols, site security including opening and locking up, emergency training, cultural awareness and disability access and inclusion.
- (ii) 8-16 hours, training on commencing employment, then training as new systems and protocols are introduced.
- (iii) Yes.
- (c) Refresher courses in first aid, fire and customer service training.
- (i) First aid and customer service training is undertaken off site, fire training is conducted on site with a consultant.
- (ii) First aid training every 2 years, fire services training every 6 months and customer service training as required.
- (iii) 18 hours per annum for first aid and fire training, customer service courses are 3.5 hours per course.
- (iv) Yes.

Museum of the Great Southern, Albany

(a) **Visitor Services Officers**

Total VSOs	Male	Female	Over 55 years	Under 55 years
12	8	4	12	0

Ethnicity:	
Non Indigenous Australians	12
Aboriginal	0
European	0
Columbian	0

- (b) Museum site induction, OHS induction, job specific and organisational induction, personal safety training, first aid training, cultural awareness training and disability and inclusion training.
- (i) VSO's are given a book detailing a short history and construction of the Brig Amity replica to read and refer to when needed; training in the set up and close down of the Brig Amity and how to utilise and maintain the audio wands.
 - (ii) 6 hours for the Brig Amity with a mentor, 1 hour for Museum staff.
 - (iii) Yes.
- (c) Refresher courses in emergency response training and customer service training.
- (i) Modules covered are part of the Moments of Truth customer service training facilitated by a local provider.
 - (ii) Annually.
 - (iii) 4 hours.
 - (iv) No.