



Volunteer Training Programme



January-June 2019

WE LCOME!

Welcome to the Egypt Centre Volunteer Training programme. We hope you find it useful to plan your training commitment well in advance.

Although attendance of at least 1 training course per year is compulsory, the rest of your training is up to you. To progress you must attend core progression modules, but if you are happy where you are, then you can keep to your one session per year, although all training is good!

We hope you find the training useful, and we look forward to seeing you there.

How to book on a module

1. Choose the module you want to go on
2. Check the date and times
3. A month before each session the sign up sheets will be on the volunteer notice board—either sign up there or email egyptcentre@swansea.ac.uk
4. Let course tutor know if you can't make it 24 hrs in advance.
5. Turn up on time and have fun!

To progress to the next level of your role you have to complete specific criteria, however this does not mean you cannot attend other courses as well! All courses are open to everyone and you can attend them at any time. **However, please note that some courses will not run unless there is someone on it who needs the training to progress.** Also, if we need people in the galleries, and you do not need it for your progression, you may be asked to staff the gallery rather than go to the training.

1 HOUR INDUCTION

- Intro to the EC
- Health and Safety
- Safeguarding
- Fire procedures
- Daily duties and your role
- Preventative conservation

T raining Progression Chart

Front of House / Shop Assistant

- Customer Care
- Customer Care 2
- Gallery Tour 1
- Shop Training
- Preventative Conservation (basic)

(plus workbook)

Front of House / Librarian

- Customer Care
- Customer Care 2
- Gallery Tour 1
- Basic Library induction
- Modes and Endnote
- Preventative Conservation (basic)

(plus workbook)

Gallery Assistant

- Customer Care
- Customer Care 2
- Gallery Tour 1
- Library induction
- Modes and Endnote
- Preventative Conservation (basic & advanced)

(plus workbook and 3 public activities)

Education Assistant

- Customer Care
- Customer Care 2
- Key skills and curriculum
- Preventative Conservation (basic and advanced)
- Gallery Tour 1

(plus workbook and 3 public activities)

Admin Assistant

- Customer Care
- Customer Care 2
- Library induction
- Modes and Endnote
- Preventative Conservation (basic and advanced)

(plus workbook)

Gallery Supervisor

- Customer Care refresher
- Gallery Tour 2 (in one gallery)
- Preventative Conservation refresher
- Modes and Endnote
- Mentor for Gallery Assistant

(Plus work book, 60 hours, 2 activities and assessment)

Educational Leader

- Customer Care refresher
- Key skills and curriculum refresher
- Preventative Conservation refresher
- Mentor for Education Assistant

(Plus workbook, all activities for gallery and assessment, 60 hours and EA criteria)

Please note the change of criteria for all roles.

Curators Talks (1.5 hours): Carolyn Graves-Brown

Religion in the Home

Friday 22nd February 2.30 to 4.00 pm

Myths and Misunderstandings

Wednesday 6th March 2.30 to 4.00 pm

How to get to 'Heaven'

Thursday 4th April 2.30 to 4.00 pm

An Introduction to Amarna

Tuesday 14th May 2.30 to 4.00 pm



Additional Talks

Luke Keenan: 'Egyptian Gods with Cool Stories'

Tuesday 5th March 3.00—4.00 pm

Peter Jones: 'Materials, Technology & Craftsmen'

Thursday April 11th 3.00 to 4.00 pm

We are always happy for gallery supervisors to give talks on the Egyptological topic of their choice. We can advise on how to do research. If you would like to give a talk to either the adult volunteers, the young volunteers or even both, please send an email to Syd.l.s.j.howells@swansea.ac.uk



Gallery Tour 1 (1 hour): Dulcie Engel

A brief introduction to the two galleries.
These are on Tuesday or Thursday Mornings by request.
You need to book in advance!

If you wish to attend, please email Syd

Gallery Tour 2 (2 hours): Carolyn Graves-Brown

These are by request when 2 or more people require them. If you wish to attend, please email Syd

Customer Care (30-45 mins): Syd Howells

- Why customer care is important to us
- How to create a good first impression and give good customer care
- How to deal with complaints and awkward customers

Month	Date	Day	Time
January	22nd	Tuesday	3.00-3.30
February	6th	Wednesday	9.00-9.30
March	14th	Thursday	3.00-3.30
April	12th	Friday	9.00-9.30
May	21st	Tuesday	3.00-3.30
June	12th	Wednesday	9.00-9.30



Key Skills and Curriculum (30 mins): Wendy Goodridge

Key Skills in the National Curriculum for Wales

Month	Date	Day	Time
February	22nd	Friday	9.20-9.50
March	12th	Tuesday	3.00-3.30
April	10th	Wednesday	2.30-3.00
May	23rd	Thursday	9.20-9.50

Preventative Conservation (1.5 hours): Ken Griffin

To understand the main principals of preventative conservation
To understand how to apply the principals to the Egypt Centre

Month	Date	Day	Time
January	22nd	Tuesday	2.30-4.00
February	20th	Wednesday	2.30-4.00
March	21st	Thursday	2.30-4.00
April	26th	Friday	2.30-4.00

Health and Safety Refresher (1 hour): Syd Howells

Will include health, safety, manual handling and safeguarding.

Month	Date	Day	Time
May	15th	Wednesday	3.00—4.00

Library Training (1 hour): Katherine Jones

Understand how the library operates and use of photocopier (not as easy as you'd imagine!) This training is available on request—please email Syd.

Modes & Endnote Training (30 mins): Katherine Jones

How to use and operate modes and endnote for use in the museum and visitors. This training is available on request—please email Syd.

Front of House (1 hour): tba

Working front of house involves so much more than working on the till, it also involves providing fantastic welcomes and memorable goodbyes, problem solving, creating displays, pricing, answering the telephone and much more.

Other

School Leader Assessments please ask Wendy or Ken
Public Activity Assessments please ask Syd to arrange them
'The Funerary Culture of the Ancient Egyptians by Ken Griffin (£50 for volunteers) please ask Syd about these

Role Chats (40 minutes): Syd Howells

A formal and informal chat to check whether you're getting the most out of the Egypt Centre experience. It's also your opportunity to discuss any issues you may have and possible progression to other roles. Each volunteer is required to have an annual role chat. If the times below are not suitable please ask Syd

Month	Date	Day	Time
January	11th	Friday	9.00-9.40
			10.00-10.40
			11.00-11.40
			1.00-1.40

Month	Date	Day	Time
March	14th	Thurs	9.00-9.40
			10.00-10.40
			11.00-11.40
			1.00-1.40

Month	Date	Day	Time
May	21st	Tues	9.00-9.40
			10.00-10.40
			11.00-11.40
			1.00-1.40

Month	Date	Day	Time
February	13th	Weds	9.00-9.40
			10.00-10.40
			11.00-11.40
			1.00-1.40

Month	Date	Day	Time
April	12th	Friday	9.00-9.40
			10.00-10.40
			11.00-11.40
			1.00-1.40

Month	Date	Day	Time
June	18th	Tues	9.00-9.40
			10.00-10.40
			11.00-11.40
			1.00-1.40