



Learning Policy

1. Introduction

Penlee House Gallery & Museum has put learning at the heart of its Forward Plan with the aim of providing opportunities for all to become engaged with the historic art, social history and archaeology of West Cornwall.

The ideal is to create an inspirational environment which is welcoming and friendly, accessible and enjoyable, encouraging exploration and discovery.

The following policy and action plan lays down guidelines to support this aim.

2. Education Mission Statement

To provide a welcoming and inspirational environment that excites the imagination and encourages understanding and enjoyment of the human history of West Cornwall by people of all ages, backgrounds and abilities.

3. Aims

- 3.1 To ensure that quality learning and education provision is accessible to all sections of the community, regardless of age, gender and ability or social, ethnic and religious background.
- 3.2 To promote the value of Penlee House Gallery & Museum as a centre for lifelong learning and provide a range of opportunities to encourage regular return visits.
- 3.3 To use the Inspiring Learning for All framework as a means of delivering and measuring learning.
- 3.4 To ensure that all staff are aware of the core role of education and learning in the development and delivery of the service.
- 3.5 To ensure that education and learning underpins all aspects of the work of Penlee House Gallery & Museum, and that the collections and exhibitions are used as the springboard for learning activities.
- 3.6 To provide a high quality service in terms of programming, resource provision and customer care.
- 3.7 To maintain a continuous dialogue between the organisation and various communities and to respond effectively to their needs and aspirations.
- 3.8 To encourage local communities to become active partners in the development and use of Penlee House Gallery & Museum and its resources.

- 3.9 To develop new audiences through appropriate programmes, promotion and partnerships.
- 3.10 To promote Penlee House Gallery & Museum's education service and its activities to the relevant target audiences in tandem with other learning and training providers.
- 3.11 To evaluate all our education activities and to respond to the wants and needs of both existing and potential users.
- 3.12 To participate in and contribute to appropriate training to ensure that our staff and education volunteers are able to deliver educational and learning experiences and resources of the highest quality.
- 3.13 To explore and utilise the potential of ICT for the purposes of e-learning, as far as resources allow.

4. Operational Structure and Staff Development

The Director is in overall charge of operational management and organisational performance, assisted by the Curator/Deputy Director, who ensures that the collections are documented, maintained and made accessible. The Education & Outreach Officer is responsible for working with schools, families and community groups and for developing and enhancing learning opportunities at all levels. The Education & Outreach Officer is assisted by a team of education volunteers.

All staff and volunteers will be encouraged to take advantage of local training opportunities available, where appropriate (e.g. GEM, SW Fed, Arts Council England), and to be active participants in continual professional development. A system of annual appraisals are used to identify corporate and individual training needs which are either met in-house or externally. In addition, staff and volunteers will be encouraged to gain vocational qualifications including NVQs and, where appropriate, the Museums Association AMA.

All staff who will have contact with children or vulnerable people will be appropriately screened and Penlee House Gallery & Museum's Safeguarding Policy will be adhered to at all times.

5. Finance

Social inclusivity, equality of access and sustainability will be priorities for the delivery of the Learning Policy & Learning Action Plan. Educational group visits (including adult learners as well as schools and colleges) are free, and Penlee House Gallery & Museum offers a range of free and low-cost services, resources and activities to encourage the widest possible participation by all sectors of society.

Sources of income for delivering the Learning Policy & Action Plan include:

- Penzance Town Council annual budgetary contribution
- The Friends of Penlee House
- Learning & Skills Council
- DfES
- Grant aiding bodies and Trusts including Little Park Owles Trust, Clore Duffield Foundation, Esme Fairburn Foundation, Arts Council England etc
- other funders of education & outreach projects

6. Partners and Sources of Support

Penlee House Gallery & Museum recognises the benefits of working in partnership with other learning providers at local, national and international level. We actively seek to develop partnership working with those from the education, heritage, employment and community sectors and will share our own resources, skills and expertise where appropriate.

Education partners and sources of support will include:

- Cornwall Council
- Newlyn Art Gallery & The Exchange, working in partnership with their Education Service;
- The Royal Cornwall Museum and other individual Cornish museums and galleries including Falmouth Art Gallery, Porthcurno Telegraph Museum, Geevor Tin Mine and Tate St Ives
- Volunteers and members of the Friends of Penlee House Gallery & Museum;
- Higher education institutions including the University of Exeter at Falmouth, Truro and Penwith College and the University of Plymouth at Truro;
- West Cornwall Art Archive;
- the Local Education Authority are used as a source of support and communication with the education sector;
- Cornwall Museums Partnership, Cornwall Museums Group and the South Western Federation of Museums and Galleries as sources of guidance on education matters with particular reference to the heritage sector and potential partnership working.

6. Performance Indicators

Penlee House Gallery & Museum uses quantitative and qualitative performance indicators, including General Learning Outcomes, to measure the success of the education service in addition to the other services provided. Data is gathered through formal evaluation mechanisms and the analysis of this data will be the responsibility of the Director who reports the results and recommendations to the Penzance Town Council.

Performance indicators include:

- user figures and profile (resident / visitor, nationality, age, gender, etc.);
- first time visitors / repeat visits;
- number of events and activities held;
- number of educational workshops and resources created and delivered;
- percentage of the schools in Cornwall making use of education programme and their profile, for example, whether they are schools in deprived wards;
- qualifications achieved by staff, volunteers and those on the Professional Development Programme;
- visitor satisfaction ratings;

- customer care standards;
- financial performance.

Methods of evaluation include:

- visitor surveys and questionnaires;
- evaluation reports from schools using the education service;
- staff and volunteer appraisals;
- community consultation;
- stakeholder consultation.