	EFQM	The balanced Scorecard	Big Picture	Registration	IIP	Chartermark	LEAP	Inspiring Learning	Quality Management in Education	VisitScotland Visitor Attraction Grading Scheme	Best Value
Eligibility											
Meets definition	*	*	*	*****	*	*	*	*	*	*	*
Collections in public domain	*	*	*	*****	*	*	*	****	*	*	*
Collection of real objects	*	*	*	*****	*	*	*	****	*	*	*
Accessible to users	*	*	*	*****	*	*	*	*****	*	****	*
Corporate Health											
Acceptable Constitution	***	***	***	***	*	***	*	*	**	*	**
Proper Management Arrangements	***	***	***	***	***	***	*	*	***	*	***
Sound Financial basis/ Financially Viable	***	***	***	**	*	***	*	*	***	*	***
3/5 Year Business Plan	***	***	***	**	*	***	*	*	**	*	***
Forward plan, Key aims, purpose, objectives	****	****	****	***	*	****	*	*	***	**	****
Risk Assessment	***	***	***	*	*	*	*	*	***	*	***
Professional input to policy development	*	*	*	****	*	*	*	*	***	*	*
Arrangements for occupancy of premises	*	*	*	****	*	*	*	*	*	*	***
Emergency plans	*	*	*	***	*	*	*	*	*	*	*
Compliance with legal, safety, planning requirements	***	***	***	*****	*	*	*	*	***	***	***
Documentary Evidence											
Constitution	***	***	***	****	***	***	*	*	**	*	*
Management arrangements	****	****	****	****	***	***	*	*	***	*	*
Management agreement	***	***	***	****	*	*	*	*	***	*	*
Audited Accounts	****	****	****	****	*	*	*	*	***	*	*
Budget Plans	****	****	****	****	*	*	*	*	***	*	*
Forward plan (inc improvements planned)	****	****	****	***	*	***	*	*	***	*	***
Details of policy and decision making	****	****	****	****	*	****	*	*	***	*	*
Building occupancy arrangements	*	*	*	****	*	*	*	*	***	*	*
Emergency Plan and testing	*	*	*	***	*	*	*	*	**	*	*

Possible Future Improvements											
Specific objectives guided by museum and users	*	*	*	*****	*	*	*	*	**	***	***
Evaluation and action following	*	*	*	***	*	*	*	*	***	*	****
Improved occupancy arrangements	*	*	*	****	*	*	*	*	**	*	*
More developed emergency plan	*	*	*	***	*	*	*	*	**	*	*
User Services - Requirements											
Published opening arrangements	*	*	*	***	*	****	*	***	*	***	**
Reasons and justification for restricted opening arrangements	*	*	*	***	*	****	*	**	*	***	*
Have/haven't barriers to access been assessed	****	****	****	****	*	*****	***	****	***	***	****
Encourage access to wide range of users	****	****	****	****	*	*****	***	*****	***	***	****
Consultation with users	****	****	****	****	*	****	****	*****	***	**	****
Provide services to engage users in learning	***	***	***	***	*	****	*****	*****	***	****	***
Publicise details of services and facilities	*	*	*	***	*	*	***	***	**	****	***
Make available and interpret collections	*	*	*	***	*	*	***	*****	**	***	**
Documentary Evidence											
Display Opening house and address to users	*	*	*	*****	*	*****	*	***	*	***	*
Details of and reasons for restrictions & alternatives	*	*	*	****	*	*****	*	**	*	**	*
Completed disability toolkit	*	*	*	*****	*	*	**	****	*	***	*
Completed Inspiring Learning for all checklist	*	*	*	*****	*	*****	*	*****	*	*	*
Details of services and facilities which support learning	*	*	*	*****	*	*****	****	****		***	*
Evidence of user consultation process and arrangements	****	****	****	*****	*	*****	*****	*****	*	**	****
Detail of any other services and facilities	*	*	*	*****	*	*****	***	***	*	***	*
Possible Future Improvements											
Improved services for learners as indicated by use of Inspiring learning for all checklist	*	*	*	*****	*	*	*	*****	*	*	*
Piloting and testing improvements resulting from user consultation, including audience profile and development	***	***	***	****	*	*****	****	*****	*	**	****

Regular monitoring, feedback and reviewing of consultation process	****	****	****	****	*	*****	*****	*****	****		*	***
Expand consultation process to identify and include non-users	****	****	****	****	*	*****	*****	*****	****		*	*****
Regular review of the accessibility, following user consultation	****	****	****	****	*	*****	*****	*****	****		*	***
Overcoming barriers to access and learning	****	****	****	****	*	*****	****	*****	****	***	***	
Schedule for the upgrading of all information on collections to ensure that it is accurate, clear and accessible	**	**	**	****	*	***	***	*****	*	*	**	
Provide publicity information in alternative formats and in community languages	**	**	***	****	*	***	**	***	*	***	**	
Schedule for upkeep of exhibition / display	**	**	**	****	*	***	**	****	*	***	***	
Provision of, or upgrade to, study facilities for users	**	**	**	****	*	***	**	***	*	***	***	
Forming appropriate partnerships to enhance services	*****	*****	**	****	*	*****	****	*****	***	***	**	
Provision of, or upgrade to, outreach programmes	***	***	***	****	*	*****	***	*****	*	**	***	
Evaluation of impact of user services	****	****	***	****	*	*****	*****	*****	****	***	***	
Visitor Facilities - Requirements												
A range of public facilities, information on local facilities where not available	*	*	*	***	*	***	*	**	*	****		
Internal & External orientation/Signage	*	*	*	***	*	***	*	****	*	****		
Formal Visitor care arrangements	**	***	*	**	*	*****	**	***	*	****	***	
Formal Cleaning and maintenance arrangements	**	**	**	***	*	***	*	***	*	***	***	
Documentary Evidence												
Details of public faculties and/or supplementary information	*	*	*	***	*	*	*	**	*	***	****	
Information about orientation and signage used	*	*	*	***	*	*	*	***	*	****	***	
Information about customer care arrangements	***	***	***	***	*	****	*	***	*	****	***	
Information about cleaning and maintenance arrangements	*	*	*	***	*	*	*	***	*	***	**	
Possible Future Improvements												
Improvements to visitor facilities	***	***	***	***	*	*	*	**	*	***	***	

Customer care policy or code of practice	***	***	***	*		*	*	****	***	*	*****	***
Accreditation to recognized visitor attraction scheme	***	****	***	***	*	*	*	*	*		*****	*
Improvements to orientation and signage	***	***	***	**	*	*	*	****	*		***	***
Collections Management - Requirements												
An Acquisition and Disposal Policy, approved by the governing body or under delegated powers	*	*	*	****	*	*	*	*	*	*	*	*
Maintenance of basic documentation records as defined b SPECTRUM	*	*	*	*****	*	*	*	*	*	*	*	*
Planned programme to eliminate documentation backlogs within a stated timescale not exceeding five years	*	*	*	*****	*	*	*	*	*	*	*	*
Maintenance of a documentation procedure manual as defined by SPECTRUM	*	*	*	*****	*	*	*	*	*	*	*	*
Collections care to Basic Level as defined in Benchmarks in Collection Care	*	*	*	****	*	*	*	*	*	*	*	*
Expert assessment of security arrangements, to be obtained and implementation of recommendations to be underway. Review to take place every five years.	*	*	*	******	*	*	*	*	*	*	*	*
Documentary evidence												
copy of Acquisition and Disposal policy	*	*	*	*****	*	*	*	*	*	*	*	*
copy governing body's minute or delegated powers for Acquisition and Disposal Policy	*	*	*	*****	*	*	*	*	*	*	*	*
completed checklist showing that "Basic practice" in Benchmarks has been met	*	*	*	*****	*	*	*	*	*	*	*	*
expert advice on security has been taken and acted upon within the last five years	*	*	*	*****	*	*	*	*	*	*	*	*
Possible Future Improvements												
For the parts of the collections where the eight primary procedures have been applied, museums should plan to upgrade these records to the full SPECTRUM standard	*	*	*	*****	*	*	*	*	*	*	*	*

Museums who have reached "Basic Practice" in Benchmarks in Collections Care should look at working towards "Good" and "Best Practice" and assess which parts of their collections would most benefit from improved conditions.	*	*	*	*****	*	*	*	*	*	*	*
Museums should have implemented all the recommendations they have received from security experts and be considering an increased level of security as appropriate.	*	*	*	*****	*	*	*	*	*	*	*
Public access to documentation records should be considered where not already available.	*	*	*	*****	*	*	*	*	*	*	*
Staffing - Requirements											
Staffing arrangements appropriate in numbers and experience to fulfil the museum's responsibilities	***	***	***	****	*****	***	***	***	****	***	****
Access to professional advice	***	***	***	****	*	*	***	**	*	*	**
Staff management procedures, recruitment, induction, training and development	****	***	****	****	*****	***	**	**	****	***	**
Documentary evidence											
Staffing numbers and experience	***	***	***	****	*****	***	***	***	***	***	***
Sample of staff role statements	***	***	***	****	*****	**	***	***	**	**	**
Appointment of a Curator or Curatorial Adviser	***	***	***	****	*	*	*	***	*	*	**
Other professional advice obtained and acted on (if applicable)	***	***	***	****	*	*	***	***	**	*	**
Possible Future Improvements											
development of staffing profile in order to develop new areas of responsibility; professional knowledge and skills, management training, current awareness of relevant legislative developments	***	***	***	****	*****	***	***	***	***	***	***
customer care training (for all staff)	**	**	**	****	*****	***	***	***	***	****	***
arrangements for formal development of staff e.g. Personal Development Plans, regular staff appraisals, training budget, evaluation of training, IiP	***	***	***	****	*****	***	*	*	***	**	***
development of Staff Code	***	***	***	****	*****	***	**	**	***	*	**

Disability Equality and Race Awareness Training	***	***	***	****	*****	***	**	***	**	**	**
volunteer contracts – see Appendix 2 for sources of information on working with volunteers.	**	**	***	****	****	**	*	*	**	*	*
achievement of a staff complement and a governing body which are representative of the community served by the museum.	***	**	***	****	*****	**	***	**	**	**	**
succession plan, including arrangements for the training of future staff, documentation of procedures, and the methods of passing on skills and knowledge	***	**	***	****	*****	***	**	*	**	**	***
progress with implementation of additional professional advice	**	**	**	****	*	*	**	**	**	**	**