



## **Work of Art | WP1 | Instrument to evaluate the professional profile of the MVST (Museum Visitor Services Team)**

This questionnaire is designed to be answered by the Human Resources department of the museum in question. The questionnaire may be answered in writing or via a telephone interview, or via a Survey Monkey document.

It aims to help the Lifelong Learning Programme/Leonardo da Vinci Partnership project "Work of Art" to determine the profile of the MVST in museums across Europe, so that we can subsequently prepare language training for this population in the most relevant and efficient form.

The partnership is committed to treating all data collected in strict confidentiality, and information provided will be used anonymously for the exclusive purposes of carrying out our project. It will not, in any circumstances, be divulged to third parties.

### **Profile**

01. What is the name of the professional category/position?  
(there may be more than one involved in the MVST: answer a separate questionnaire for each category)
02. What are the related functions or tasks?
03. Are the staff in this category internal or outsourced?
04. Do they belong to the public or to the private sector?
05. Does the museum belong to the public or the private sector?
06. What type of work timetable do the staff have?  
(fixed timetable or shift timetable)
07. What is the average age of the staff?
08. What is the average length of service?

### **Key Skills**

09. What are the key skills attributed to this category?
10. Is communication with the visiting public one of these key skills?

### **Qualifications**

11. What is the required level of qualification for the position?
12. Describe the effective level of qualification of the staff in this category.
13. Are language skills included in the required qualifications?
14. If so, which languages, and which level of skills?  
At this stage we only require a rough idea.  
There will be a separate questionnaire later about language skills.
15. Describe the effective level of language skills of the staff in this category.  
Again, at this stage, we only require a rough idea, for the reasons mentioned above.
16. Are ICT (information and communication technology) skills included in the required qualification?
17. Describe the effective level of ICT skills of the staff in this category.



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### Training

18. Do these staff participate in regular VET (vocational education and training) activities?
19. If so, please describe which areas of training.
20. Do the staff have experience with e-learning or blended learning environments?
21. Do these staff participate in language training?
22. Are there any particular obstacles to training?