



Muzium Negara - Notes for Volunteer Guides

Part I - Frequently Asked Questions

The following 'Muzium Negara - Notes for Volunteer Guides Part I - Frequently Asked Questions' have been written to provide Applicants wishing to become Volunteer Guides with general information concerning both the training programme and the 'Guide Commitment'. All comments and suggestions relating to the content of this document should be forwarded to mvjmmqueries@gmail.com

1. What Is The Training Objective?

To provide Volunteer Guides with a broad understanding of the fascinating and complex culture and history of Malaysia for use when undertaking guided tours of the Museum.

2. How Is The Training Objective Achieved?

By exploring topics relating to the rich heritage, cultures and religions of the peoples of Malaysia and S.E. Asia based upon artefacts exhibited in the Museum.

3. When Is The Training Carried Out?

Two parallel sixteen-week programmes in English normally commence each September on Tuesday and Saturday mornings, i.e. trainees can choose if they wish to attend the course on one of either Tuesdays or Saturdays.

4. Is there Any Other Training?

Volunteer Guides wishing to guide in French are trained in English. Separate training is provided in Japanese on Wednesdays for those wishing to undertake this course.

5. Where Is The Training Carried Out?

Trainee Volunteer Guides meet at the Museum Volunteer Room in the Department of Museums building and also undertake focussed tours of the Museum as part of the training.

6. What Training Material Is Used

Soft copy notes are provided that cover core topics within the training syllabus. There is also a Library concerning Malaysian and South East Asian history and culture that is available for use by Volunteer Guides.

7. Who Provides The Training?

Training presentations are provided by outside speakers with expertise relevant to the programme, as well as by museum curators and experienced Volunteer Guides.



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8. What Is The Guide Commitment?

All Volunteer Guides must commit themselves as follows:

- to attend the full training programme
- to read the background training material
- to deliver three presentations in the Museum to fellow trainees without the use of notes
- to provide soft copies of each of the three presentations in the group's Google Group
- to attend three guided tours of the Museum prior to graduation
- to be prepared to provide positive and meaningful guided tours to visitors to the Museum upon completion on the training and mentor-mentee programme

9. What Happens After Completion Of The Training?

Upon successful completion of the training, docents will then undergo a six-month probation where the docent will be mentored by a senior guide of their own choice. The mentor guide will assist the new Volunteer Guide until they are ready to provide their own guided tour. Upon successful completion of this six-month probation, the Volunteer Guide will then be invited to attend a Graduation Ceremony with their family where they will receive their Graduation Certificate.

10. What Is The Normal Guiding Regime?

Upon request, Volunteer Guides advise their availability to provide tours approximately once per month after which a schedule is circulated. Volunteer Guides can choose to guide any day from Monday to Saturdays (there are no Guided Tours scheduled on Sundays and Public Holidays). Tours for up to fifteen visitors start at approximately 10 am and are planned to be completed in approximately one hour. It should be noted that Volunteer Guides are expected to make themselves available for guiding duties at the Museum for **two** years after completion of the Training Programme.

11. What Tasks Do Volunteer Guides Undertake?

Volunteer Guides are involved in one or more of the following areas:

- **Guiding** - Presenting free scheduled plus on-demand tours of the Museum; guiding special exhibitions; helping with public events, presentations and visits.
- **Schools Programme** - Assisting with tours of the Museum for school children plus school visits.
- **Library Duties** - Acting as Librarian for the MV Library.
- **Research** - Locating and collating material to help fellow Volunteer Guides.
- **Operations & IT** - Supporting general administration requirements.



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12. Are There Any Other Related Activities?

The Focus Team organises free lectures and visits that are generally aimed at expanding the knowledge of Volunteer Guides.

13. Where Can I Find Out More Information?

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