



Muzium Negara - Notes for Volunteer Guides

Part II - Training Programme

The following 'Muzium Negara - Notes for Volunteer Guides Part II - Training Programme' have been written to provide trainee Volunteer Guides with appropriately detailed information concerning the training programme. All comments and suggestions relating to the content of this document should be forwarded to mvjmmqueries@gmail.com

1. Training Programme

The objective of the training programme is to provide Volunteer Guides with a broad understanding of the fascinating and complex culture and history of Malaysia that can be used when undertaking Volunteer Guide duties in the museum. This objective is achieved by exploring topics relating to the rich heritage, cultures and religions of the peoples of Malaysia and South East Asia, primarily based upon artefacts exhibited in the Museum.

2. Administration Fee

A one-time fee of RM 200 is made at the commencement of the Training Course to cover the occasional costs of the Volunteer Guides incurred in routine administration as well as non-routine events and purchases. The fee also covers payment for guest speakers from local Universities or other institutions.

3. Training Requirements

All Volunteer Guides must sign the 'Guide Commitment' (reference 'Application & Commitment Form') prior to commencing the training programme and then undertake as follows:

- to attend the complete training programme
- to gain a comprehensive understanding of the training material provided
- to deliver three presentations upon randomly selected topics to fellow Volunteer Guides in the museum without the use of notes as follows:
 - 3 minutes - one artefact
 - 7 minutes - two artefacts in different locations and in a different Gallery to the first presentation
 - 15 minutes - a practice tour in a Gallery that has not previously been presented
- to provide soft copies upon completion of each of the three oral presentations
- to observe three standard tours of the museum provided by Volunteer Guides prior to graduation
- to achieve a level of competence that enables the provision of positive and meaningful guided tours of the Museum within a 6-month probation period with at least three tours under the supervision of a senior guide mentor.



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4. Course Structure

Two parallel Training Programmes normally commence each September on Tuesdays and Saturdays and are planned to be completed by the end of December, and trainees commit to attending either the Tuesday or the Saturday Course. Weekly three-and-a-half hour sessions are provided from 9am to 12:30pm in the Volunteer Guide Room, and focussed visits are also made to the Museum.

Volunteer Guides wishing to guide in French and Korean are first trained in English. In addition, separate training is provided in Japanese on Wednesdays.

5. Training Syllabus

The training syllabus is aimed at providing trainees with broad knowledge of the Museum Galleries and their artefacts plus a general view of various topics associated with the history and culture of Malaysia in particular and of South East Asia in general. Whilst the syllabus contains core topics that are related to the Museum, other relevant topics are also included of a wider significance.

6. Training Material

Applicants are provided with a Recommended Book List, and many of these books are available in the Volunteer Guide Library. Notes on the Museum Volunteer Google Drive is provided that cover core topics within the training syllabus. In addition, lecture notes are either provided or taken during presentations. As well as having access to the MV Library on the history and culture of Malaysia and South East Asia, Volunteer Guides may also do their research at the JMM Library though no borrowing of books is allowed. It is expected that the Training Programme will generate an impetus for gaining further knowledge upon aspects that individual Volunteer Guides find of particular interest.

7. Training Providers

Each course is led by one or more Course Leaders who are qualified Volunteer Guides themselves. Presentations are provided by outside speakers with expertise relevant to the programme, as well as by Museum Curators and experienced Volunteer Guides. In addition, there is scope to take advantage of a popular presenter being available to provide a detailed and relevant presentation upon a specific subject that may cover a topic in more depth.

8. Tour Delivery

Whilst Volunteer Guides are neither professional presenters nor academic experts, a high standard of presentation and delivery is required. However, the Museum's four Galleries contain a significant amount of material which cannot all be presented within one hour, and guided tours should focus upon a number of selected highlights. Volunteer Guides should avoid discussions on controversial issues, religion, remain non-political and avoid value judgements. In consequence, the training programme emphasis upon practicing delivery invariably proves to be beneficial. Volunteer Guides represent the public face of the Museum and should always dress appropriately, be punctual and behave in a proficient manner.



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9. Mentor Tours

By the 10th week of the Training Programme, the Trainees are advised to select a Mentor. The Trainee may select their course Leader or senior guide as their Mentor. Upon completion of the Training Programme, the Mentor will then assist their Mentee on their guided tours (at least 3 tours) by giving advice, pointers and tips on their tours.

10. Training Completion

Successful conclusion of the Training Programme is measured by having completed all of the laid down training requirements to the satisfaction of the Course Leader (see 3. above). Trainees who have completed the programme and the 6-month probation period are invited to attend a Graduation Ceremony with their families at the Museum where they receive their Graduation Certificate.

11. Communication

All Volunteer Guides should utilise electronic communication as follows:

- Facebook - the link www.facebook.com/MuseumVolunteersJMM/ is used as the resource for the exchange of information between Volunteer Guides
- Google group - the address museumvolunteersjmm@googlegroups.com is used for the Google Group Site, and all trainees are forwarded an invitation to join upon approval by their mentors
- Website - the link www.museumvolunteersjmm.com is used for the Volunteer Guide blog

12. Identity Passes

Trainee Guides are provided with a 'blank' Identity Tag that is changed to a personalised Tag upon Graduation, and for which an appropriate identity photograph is required.

13. Further Information

All queries should be presented to the training programme Course Leader.