

GEM Conference 2018: Nottingham
Tuesday 4 September - Thursday 6 September

Past, Present and Future CONFERENCE HANDBOOK 2018



Celebrating 70 years of championing excellence in heritage learning

WELCOME

Dear delegate,

Welcome to GEM Conference 2018 in the wonderful historic city of Nottingham! We are delighted to be celebrating GEM's 70th birthday with you. At this year's conference *Past, Present and Future*, we'll be exploring how the landscape of heritage education has evolved over time whilst looking to what lies ahead for the sector.

GEM and the heritage education workforce have gone through many changes over the years. The conference will give us time to reflect on the progress we have made and the possibilities open to us, so that we can move forward together with renewed positivity.

GEM's vision is to be universally recognised as the voice for heritage education and as the leading organisation that champions and inspires excellence in heritage education. In recent years, we have made significant progress in achieving our vision. For example, GEM was identified in the recent report, *Now and the Future: a review of formal learning in museums* (Arts Council England, 2016), as the "go to" provider of training for people working in museum learning.

More recently, the *Learning and Sharing Centre* project funded by Arts Council England has helped significantly in increasing not only GEM's resilience but also that of the learning workforce, as described by the project's independent evaluation consultant, Sheila McGregor:

"What is not in doubt is that this timely investment from ACE has placed GEM on a firmer footing and laid the foundations for future success. GEM now has a suite of courses it can run again to generate revenue; a range of partnerships to underpin future initiatives; a new website to showcase services; and, above all, a well substantiated understanding of what the workforce needs. This is a solid platform on which to build and shows that GEM is undertaking the critical self-appraisal that will help it become more resilient and, in turn, support the resilience of the heritage learning workforce too. Investment in the people who bring our heritage to life is the surest way of securing its future."

So, I hope you will gain much from this conference and enjoy networking with other delegates. Please do take some time to visit our exhibitors in the lunch and refreshment breaks, as I'm sure they'd welcome your conversations – as would the GEM trustees and staff.

Many thanks to Museum Development East Midlands for bringing the theme and keynote speakers together, the Lakeside Arts and National Justice Museum for hosting us, and the GEM team for their work in organising the conference and making it all happen! As you can see from the programme, we have a fantastic range of speakers and interesting topics to discuss, many thanks to those that are contributing this year. We seek to empower the workforce, as the roles of learning and sharing in the lives of the public grow ever more important.

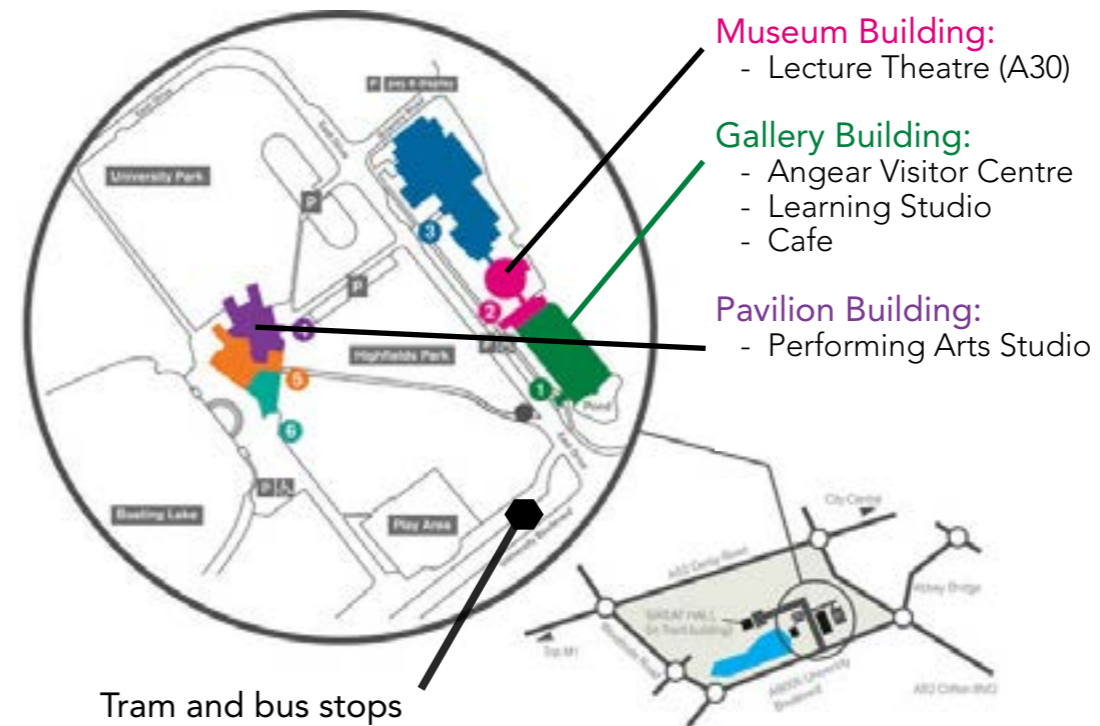
Finally, on my retirement I wish conference delegates and GEM members all the very best in taking GEM forward over the next 70 years!

With warmest wishes,
Dr John Stevenson
Chair, GEM



CONFERENCE SITE MAPS

MAP A.



Tram and bus stops

Registration, lunch/refreshments and exhibition marketplace will be in the Angear Visitor Centre. Car and parking access via East Drive.

MAP B.



- 1. Hand & Heart
- 2. Ye Olde Trip to Jerusalem
- 3. Exchange building (Tour meeting point)

- 4. Lace Market tram stop
- 5. National Justice Museum

NOTES FOR DELEGATES

Registration

You only need to register once, but please wear your delegate badge throughout conference. The registration desk is situated in the Angear Visitor Centre in the gallery building at Lakeside Arts.

Registration times: Tuesday: 10.00 – 11.00
Wednesday: 09.00 – 09.30
Thursday: 08.30 – 09.00

Conference venue

Most of the conference will be situated at Nottingham Lakeside Arts, which is based just outside the city centre. It is a 15-minute tram ride from Nottingham station and the tram stop is right outside the venue. Conference sessions will be situated in the museum, gallery and pavilion building. (refer to Map A).



Sessions

The main plenary sessions will take place in the Lecture Theatre (A30) in the museum building and breakout sessions will take place across the Lakeside Arts site. Please sign up to your preferred breakout, workshop and drop-in sessions on arrival next to the registration desk or check your name is on the list if you've already signed up. Locations are stated in the programme, but if there are any changes they will be displayed near the registration desk. We kindly ask delegates to make their way to sessions in good time.

Workshops at the National Justice Museum (NJM)

Workshops will take place at the National Justice Museum (High Pavement, Nottingham NG1 1HN). Delegates have been given some extra time at lunch in order to travel to the NJM, which usually takes around 20 minutes in total.

Trams run every 7-10 minutes from Lakeside Arts. Take the tram from the stop "University of Nottingham", which is on the main road just outside Lakeside Arts (refer to Map A). We recommend that delegates take one of the following trams to arrive in time for the workshops: 13.24, 13.34 or 13.44 (at the latest). Once on the tram, you should alight at the 6th stop "Lace Market", from there it is only a short walk to NJM (refer to Map B).

Lunch & refreshments

Refreshments and lunch will be served in the Angear Visitor Centre in the gallery building at Lakeside Arts. Some options like vegetarian will be identified within the lunch buffet. If you have requested other special dietary requirements, please talk to the catering team as there may be a designated plate for you. On Wednesday and Thursday afternoon refreshments will be served in the Youth Court room at the National Justice Museum. Please see the programme for timings.

GEM's AGM

The GEM annual general meeting will take place at 16.45 on Tuesday 4 September in the Lecture Theatre (A30). The results of the GEM Trustee Election 2018 will be announced at the end of the AGM.

70 voices of heritage learning...

GEM is having a big birthday this year! To celebrate 70 years of being the voice for heritage learning, we are collecting 70 voices speaking out for this wonderful sector! Stop by the registration desk to add your post-it note about what heritage learning means to you and why you think it's important, or tweet us @gem_heritage #GEM2018. Let your voice be heard!

Conference evaluation

Your feedback is really important and helps us to shape conference each year. Please let us know what you think of this year's conference by completing our online evaluation at: www.surveymonkey.co.uk/r/GEM2018EVAL.

Twitter

Share your conference thoughts using #GEM2018 or follow us @gem_heritage.

Conference Outline

This is a summary only, please see the full programme from pages 6-12 for more information.

Tuesday 4 September 2018

Morning

10.00 Registration & refreshments
11.00 Welcome
11.15 Keynote addresses & Q&As
12.35 Lunch & exhibition marketplace
12.40 Special lunch drop-in session

Afternoon

13.35 Breakout sessions
14.50 Break
15.00 Quick-fire member presentations
16.00 Refreshment break
16.15 GEM Past Present and Future
16.45 GEM AGM & discussion
17.45 End of conference day one

Evening

19.30 Evening meal at Hand & Heart (booked delegates)

Wednesday 5 September 2018

Morning

09.00 Registration & refreshments
09.30 Welcome
09.45 Keynote addresses & Q&As
11.05 Refreshment break
11.35 Breakout sessions

Afternoon

12.50 Lunch & exhibition marketplace
14.10 Workshop session one
15.10 Refreshment break
15.30 Workshop session two
16.30 End of conference day two

Evening

18.00 Evening Robin Hood Trail (Booked delegates)
19.30 Join us in the Ye Olde Trip to Jerusalem

Thursday 6 September 2018

Morning

08.30 Registration & refreshments
09.00 Welcome
09.15 Keynote addresses & Q&As
11.05 Refreshment break
11.35 Breakout sessions

Afternoon

12.50 Lunch & exhibition marketplace
12.55 Special lunch drop-in session
14.10 Workshop session one
15.10 Refreshment break
15.30 Workshop session two
16.30 End of conference.



PROGRAMME: TUESDAY 4 SEPTEMBER

Conference sessions will take place in the main plenary room (lecture theatre), unless stated otherwise

MORNING

10.00 Registration & refreshments (Angear Visitor Centre, Lakeside Arts)

11.00 Welcome: Dr John Stevenson, chair, GEM

11.15 Keynote address: Rhian Tritton, museum and heritage consultant

Not learning but becoming: A revolution in museum education

In the last 50 years, much of museum education has been about helping students understand what life was like in the past. This is valuable work, but Rhian suggests that it's now time to start revolutionising young people's lives through museum education, and this means changing the way they view themselves and their opportunities. Using the example of SS Great Britain's Future Brunels programme, Rhian will argue for an evidence-based approach that uses theory and practice from counselling and adult learning to transform young people's self-image and their vision for their futures.

11.45 Q&A with Rhian Tritton

11.55 Keynote address: Beccy Speight, chief executive, Woodlands Trust

The Woodland Trust: From kitchen table to a Prime Minister's speech

In 2014, Beccy joined the Woodland Trust as its chief executive officer. Beccy will tell the story of the charity's growth and the lessons learnt along the way.

12.25 Q&A with Beccy Speight

12.35 Lunch & exhibition marketplace

12.40 Special drop-in session: You say you want a revolution? GEM educators unite!

to GEM area convenors with GEM trustees Sue Pope and Alison Giles

13.25 What do we want? Your ideas! When do we want them? Now! This fun and informal drop-in session during the lunch break is a chance for you to help shape GEM's mission and vision going forward. We want to invite you to help create a manifesto of how GEM can be useful and inspiring for the sector. GEM wants to listen to the needs and ideas of its members. In the spirit of peaceful protest we will be creating banners and the start of a written manifesto to defend and promote museum and heritage learning. So grab a sandwich, get your chanting voices ready, grab a marker pen and join us for some revolutionary chat and some treats.

Location: Learning Studio

AFTERNOON

13.35 Breakout sessions (choose one to attend)

a) Pedagogy + practice: A historical approach

Briley Rasmussen, assistant professor and director of Museum Studies, University of Florida

This session will present a historical perspective on the profession of museum learning. It will engage participants in the discussion of case studies of past museum learning programmes, aiming to explore questions of the institutional and societal influences on museum learning practices, historical understanding of audiences, and changes in practice.

Location: Learning Studio

b) Making education pay

Sam Derby, director, and Martin Lamb, creative associate, Oriol Square

Learn or develop some simple principles to help you refine or create educational activities and programmes that have a positive impact on learning, suit the mission of your organisation and are commercially successful, too. Drawing on a range of strategies from the educational publishing world and using examples from the UK and China of successful commercial education programmes in the museum sector.

Location: Performing Arts Studio

c) New trends in informal learning

Elizabeth Dollimore, head of learning, The Auckland Project

There is an increasing expectation for the museum to offer participatory experiences but many adults do not feel comfortable with participation - how do we address this challenge? This session looks at what barriers exist and how we can break them down.

Location: Lecture Theatre (A30)

14.50 Break

15.00 Quick-fire member presentations

a) Learning for peace: Developing a new schools programme at the Peace Museum

Shannen Lang, learning and engagement officer, Peace Museum

The Peace Museum shares how the launch and the first year of a brand new schools programme has evolved learning practice with a new model of how it engages with schools, sharing the triumphs and difficulties faced in redesigning and relaunching the learning offer.

b) Dance inspired by collections

Kerrie Suteu, creative media & digital manager, Culture Coventry

We will showcase our partnership with Birmingham Royal Ballet's education team to co-produce a new dance performance inspired by a painting from our collection. The dance was conceived by young SEN learners on our award winning Creative Bridges programme, aiming to aid the transition to independent life using art and culture.

c) Embedding the past in the future: Using archaeology to shape work and play

Samuel Fieldhouse, education and community manager, Wessex Archaeology

Accessing new technologies and working alongside archaeologists and the local authority to put archaeology at the heart of the school's curriculum.

d) Education services and how to destroy them

Carl Newbould, education officer, and Tristan Langlois, head of education & events,

Royal Armouries

In 2011 the Royal Armouries museum axed its education team and school visit figures crashed.

In 2012 the Royal Armouries Fort Nelson built a "digital classroom for the future" and its numbers crashed. This presentation will cover the dangers of reorganising a learning team and the effect it can have upon visitor figures.

e) Using digital technology to engage young people in industrial heritage

Rebecca Walton, learning coordinator, Kelham Island Museum

Sheffield's Kelham Island Museum recently worked with a group of LGBT+ young people and writing duo "Curious Things" to create a tour for the museum's new multimedia app. Challenges and successes will be shared along with examples from the finished tour.

f) Going against the grain: Field to fork at Tatton Park

Laura Armitage, learning and visitor services manager, Tatton Park

Field to Fork at Tatton Park is a ground-breaking project, which has transformed the visitor experience and diversified our opportunities for educational engagement. The project has challenged our previous ways of working and offered us the opportunity to engage with a range of new audiences.

16.00 Refreshment break

16.15 GEM: Past, present and future

Dr John Stevenson, chair, GEM

We'll take a trip down memory lane to find out why and how GEM was created in 1948, and explore the external factors that have influenced GEM's development over the past 70 years. We'll analyse where GEM is today and where it fits within society's needs and aspirations. GEM's key strength lies in its membership, and we'll imagine where, with members' support, GEM might be in 70 years' time. Still successful, thriving and relevant we hope.

16.45 AGM & discussion

to

17.45

AFTERNOON

PROGRAMME: WEDNESDAY 5 SEPTEMBER

Conference sessions will take place in the main plenary room (lecture theatre), unless stated otherwise.

MORNING

- 09.00 Registration & refreshments (Angear Visitor Centre, Lakeside Arts)
- 09.30 Welcome: Anra Kennedy, content & partnerships director, Culture24
- 09.45 Keynote address: Tony Butler, executive director, Derby Museums
Make yourself uncomfortable
Tony's talk will explore how museums can use their unique qualities as bearers of public trust and places for encounters and debate to counter polarisation and fragmentation of society. However, to realise this role they must first acknowledge the inherent privileges of our institutions and the barriers, both perceived or real which put off many from visiting. Museums should take a step back, leave the institutional echo chamber and delve deeper into our communities to understand what makes places tick.
- 10.15 Q&A with Tony Butler
- 10.25 Keynote address: Matthew Cock, chief executive, VocalEyes
The state of museum access
Matthew Cock will present key findings of the State of Museum Access 2018 report, based on a survey of the access information found on the websites of around 1,600 accredited UK museums, giving guidance on how museums can best encourage and welcome visitors with access needs, and highlighting best practice at museums around the country.
- 10.55 Q&A with Matthew Cock
- 11.05 Refreshment break
- 11.35 Breakout sessions (choose one to attend)
- a) **Poverty: Museums' barrier of the future?**
Sarah Cowie, learning officer (schools), National Museums Scotland
In the UK, 14 million people live in poverty and this number is growing. This session will; consider the barriers which families living in poverty face in accessing museums, share real-life examples from schools, museums and other cultural institutions and create individual action plans on how to start tackling these barriers. Location: Learning Studio
- b) **Planning for the future, learning from the past: Developing sustainable engagement programmes in a heritage setting**
Jana Haragalova and Emma Taylor, community learning producers, Historic Royal Palaces
Drawing inspiration from Historic Royal Palaces community engagement programmes, Sensory Palaces and Build Your Own Discovery, participants will work together to reflect on key ambitions, challenges and next steps for their own programmes in order to produce actionable plans for the future inspired by milestones from the past. Location: Performing Arts Studio
- c) **Rethinking a museum learning service**
Brian Kennedy and Mary Sibson, learning network officers, Leicestershire County Council
Using the experience of Leicestershire County Council Museum Learning over the last five years, the session will explore the challenges of negotiating major change together with the processes involved in rethinking and transforming your services. Location: Lecture Theatre (A30)
- 12.50 Lunch & exhibition marketplace

Don't forget to visit the GEM stand in the marketplace today! Come and say hello to our mentor champion and trustee, Alison Giles, to talk mentoring with GEM.

- 14.10 **Workshop sessions** (taking place at the National Justice Museum)
Each workshop will be repeated, so delegates can choose two out of the five workshops to attend. The refreshments will be available in the Youth Court room.

First session: 14.10 - 15.10; Refreshment break: 15.10 - 15.30; Second session: 15.30 - 16.30

a) **Developing innovative home education programmes**
Kathryn Wharton & Morgan Fail, assistant learning officers, Tyne & Wear Archives & Museums
Be inspired by how Tyne & Wear Archives and Museums have adapted their school programmes to support home educators. They will share their experiences of planning workshops, whole museum takeover days and arts award projects and will help you identify opportunities to work with this audience in your own practice. Location: Lunchroom

b) **Kids in Museums Takeover Day past, present and future**
Alison Bowyer, executive director, Kids in Museums
Reflect on learning from eight years of Takeover Day, learn how to maximise the project's impact at your museum as a way to break down barriers to participation, open up museum careers and start new conversations with young people and help Kids in Museums shape Takeover Day's future. Location: Youth Court

c) **Crown vs museum education: Putting digital technology in museum education on trial**
Naomi Garnett, learning and access manager, National Justice Museum
Is the museum education sector mistaken in looking to digital technologies? Have we lost sight of museums' unique learning opportunities? Museum education has been charged with excessive use of digital technology. Is the sector guilty? The courtroom trial will highlight work happening in museum education whilst challenging thinking and assumptions. Location: Civil Court

d) **Museums and Arts Award**
Caroline Bray, Arts Award associate, Museums, Heritage & Libraries at Trinity College London and Rachel Tranter, director, GEM
Help create the new Museums and Arts Award resource in this dynamic session with Rachel Tranter, GEM's director, and Caroline Bray, lead for culture at Trinity College London. Location: Magistrates Suite

e) **Towards inclusive programming, policy and practice for visitors with autism: Our journey**
Julia Bryan, senior education manager, and Claire Benjamin, deputy director, education and visitors, National Museums Liverpool
We will look at practical steps that museums can take to make their venues more autism friendly, guided by key partnerships, whilst exploring the challenges and opportunities that we encounter in influencing policy and practice. We will help delegates to build a strategy for a whole museum approach – looking at diversification of their workforce, exhibition and capital project planning, education activity and internal and external communications. Location: Advocate Suite



AFTERNOON

PROGRAMME: THURSDAY 6 SEPTEMBER

Conference sessions will take place in the main plenary room (lecture theatre), unless stated otherwise.

MORNING

- 08.30 **Registration & refreshments** (Angear Visitor Centre, Lakeside Arts)
- 09.00 **Welcome: Rachel Tranter, director, GEM**
- 09.15 **Keynote address: Nikola Burdon, relationship manager, museums, Arts Council England**
Museum learning, Arts Council and plans for the future
Nikola Burdon, relationship manager for museums, will provide delegates with a strategic update from Arts Council England (ACE) which will include an overview of her role and the work around museums and learning which ACE is currently developing. As part of this keynote, Nikola will provide an update on the development of the next Arts Council ten year strategy (2020-30), and the ambitions for museum learning in the future.
- 09.35 **Q&A with Nikola Burdon**
- 09.45 **Keynote address: Esme Ward, director, Manchester Museum**
Civic spirit, curiosity and devotion: The past and future of museums?
Esme will explore how, in caring for the past, we all stake a claim on what will matter in the future. In highlighting imaginative examples of cultural leadership and social action, she will explore the future of museums and in particular, the plans at Manchester Museum to fully realise its learning, social and civic ambition and purpose. Esme will share her thinking and practices as director of the Manchester Museum about the potential of collections and the leadership required to address urgent priorities for our culture and society.
- 10.15 **Q&A with Esme Ward**
- 10.25 **Keynote address: Sandeep Mahal, director, Nottingham UNESCO City of Literature**
Hearts and minds
The most engaged, forward looking and successful cities harness their collective imagination and learning. They reflect on their experience and that of others; constantly on the lookout, searching out examples of success and failure, and always questioning why this is so. Sandeep represents the UNESCO Creative Cities Network and will talk about Nottingham city's new approach to heritage and literacy learning.
- 10.55 **Q&A with Sandeep Mahal**
- 11.05 **Refreshment break**
- 11.35 **Breakout sessions** (choose one to attend)
- a) **Beyond feedback forms: Thinking differently about evaluation**
Sarah Fellows, heritage activities officer, Dudley Canal & Tunnel Trust
Join us as we explore how we can think about evaluation differently – what we collect, how we collect it and who we share our findings with. Is there a future beyond questionnaires and comments cards? Discover how changing the way you think about feedback can bring great rewards!
Location: Performing Arts Studio
- b) **Breaking barriers: Stilettoes, volunteers, networks and co-production**
Pippa Smith, museum project officer, Essex CC and Claire Sully, programme director, Volunteer Makers
In this interactive workshop we will explore 21st century volunteering, how micro and blended volunteering are starting to impact, change and replace the traditional volunteer model. Volunteer Makers and Snapping the Stiletto will share the theory in practice, showing how the approach has supported a complex partnership and co-production project.
Location: Lecture Theatre (A30)
- c) **Upwardly mobile? What can museum learning programmes contribute to social mobility?**
Miranda Stearn, head of learning, University of Cambridge Museums, Fitzwilliam Museum
This session explores the current importance of social mobility as a policy driver, where museums might contribute, and how they might begin to evidence that contribution. We'll be thinking about how our work can be well placed to make a difference to this huge social challenge and how that might inform future ways of working.
Location: Learning Studio

12.50 **Lunch & exhibition marketplace**

AFTERNOON

- 12.55 **Special drop-in session: Does it pay to work in museum learning?**
to Rachel Tranter, director, and Kathryn Moore, trustee, GEM
- 13.30 This drop-in session will look at the concerns often raised in the museums sector about pay and employment overall. We will discuss the issues our members have highlighted and explore possible ways forward, with GEM building a role advocating fair pay for heritage learning roles. You will have the opportunity to hear about the first informal GEM pay working group meeting, involving a broad range of GEM members, representatives from the Museums Association and Engage. This session will build on initial conversations to create a plan of action for us to promote heritage learning as a profession, encourage recognised pay benchmarks to be used by employers, and help to improve the position of heritage learning professionals. We look forward to hearing what you have to say.
Location: Learning Studio
- 14.10 **Workshop sessions** (taking place at the National Justice Museum)
Each workshop will be repeated, so delegates can choose two out of the five workshops to attend. The refreshments will be available in the Youth Court room.
- First session: 14.10 - 15.10; Refreshment break: 15.10 - 15.30; Second session: 15.30 -16.30**
- a) **Walk, talk and make: An approach to working with learning disabled audiences**
Julia Roberts and Catherine Orbach, directors, Culture Shift
In a pop-up studio environment, we will share the learning and tried and tested practice adapted to a variety of Sussex venues through the delivery of the Get Into Heritage programme. This workshop addresses the challenge of bringing learning disabled adults into heritage venues to engage actively, creatively and meaningfully.
Location: Lunchroom 3/4
- b) **Evolving your practice: Powerful archives**
Vicky Price, education coordinator, University College London Special Collections
This is an opportunity to share best practice in using archival items in schools' workshops. Try out activities using example items from UCL Special Collections and work on ideas for using archival items and special collection resources that you have access to in your own practice. Share tips, learn others' techniques and have a go yourself!
Location: Advocate Suite
- c) **Family heritage interpretation project: Child-centered learning and image making with Go Walkeez**
Kazz Morohashi, designer and PhD student, Norwich University of the Arts
Playful and interactive, Go Walkeez is a museum interpretation tool designed for family visitors that mixes both physical and digital activities. Families borrow a toy dog and follow the metaphor of "taking the dog for a heritage walk". They look for, discover, photograph and talk about their cultural experiences. Fun and useful for museums interested in gaining audience feedback.
Location: Lunchroom 1/2
- d) **Exploring the versatility of archives**
Sara Bird and Gillian Johnston, education outreach officers, Newcastle University Special Collections
Based on an archives-inspired Civil War project involving over 400 Year 8 students, this interactive workshop will give you the opportunity to partake in science, history, English and food technology related activities. It will also provide you with practical skills, ideas, resources and inspiration to use in your future projects.
Location: Youth Court
- e) **Breaking the mould: Creating arts savvy initial teacher training**
Kate Fellows, lifelong learning manager, Leeds Museums and Galleries and Bev Forrest, Leeds Trinity University, Historical Association
We want arts savvy teachers for the future, who are culturally engaged throughout their careers, and foster meaningful, impactful engagements with the arts. In three years, LMG has overhauled how we work with ITT providers, learning from the things that have worked, discarding those that no longer do, and creating a sustainable model for the future. Find out how we've done it, the pitfalls, process and benefits.
Location: Transformer room

EVENING SOCIALS

Tuesday Evening Meal

Tuesday 4 September 2018 at 19.30

Hand & Heart pub restaurant (refer to Map B).

Delegates will enjoy an evening meal in the Hand & Heart to celebrate GEM's 70th anniversary. The Hand & Heart is a traditional pub and restaurant steeped in history, it is built into sandstone caves that date back to Anglo-Saxon times.

Booked for the evening meal?

The evening meal will be taking place in the Garden Conservatory room of the Hand & Heart. The conference team should be able to point you in the right direction, if you can't spot us - please ask a member of staff.

Hand & Heart, 65-67 Derby Road, Nottingham, NG1 5BA



Wednesday Evening Robin Hood Trail

Wednesday 5 September 2018 at 18.00

Meeting point: Inside the entrance of the Exchange building (refer to Map B)

Robin Hood. Outlaw? Rebel? Legend? We'll take an early evening walk through Nottingham on the trail of the famous outlaw and discover the stories behind the legend and his connection with Nottingham City. Our walk will take us through the historic Lace Market and on to Nottingham Castle and ends in the oldest pub in England. Nottingham is known as the "Queen of the Midlands" with iconic architecture and world famous people, and we will pay homage to these whilst on the "Robin Hood Trail".

Booked the tour?

Please meet our tour guide Bryn at 17.50 just inside the entrance of the Exchange building (refer to Map B). The walking tour will start at 18.00 and will last around 90 minutes, ending in the Ye Olde Trip to Jerusalem (apparently the oldest pub in England).

Delegates not attending the tour are welcome to join us in the Ye Olde Trip to Jerusalem at around 19:30. The pub serves a selection of food and drink for those feeling thirsty or peckish. There is an area reserved for GEM delegates, if you can't find us just ask at the bar.

Exchange building, High Street, Nottingham, NG1 2DD

Ye Olde Trip to Jerusalem, Brewhouse Yard, 1, Nottingham NG1 6AD

PRACTICAL INFORMATION

Useful contacts

GEM on-site conference team:

If you have any queries or require help at any time throughout the conference, please contact a member of the conference team at the registration desk (in the Angear Visitor Centre). When the registration desk is closed or in emergencies, contact Jessica Robertson on 07731 788 863 or Holly Bee on 07805 756 988.

For queries after conference:

Please contact the GEM Office (54 Balmoral Road, Gillingham, Kent, ME7 4PG), Tel/Fax: +44 (0)1634 853 424, email: office@gem.org.uk.

WiFi

A free WiFi connection is available in most buildings.

Trams

The closest tram stop for Lakeside Arts is the University of Nottingham stop (refer to Map A). There is a tram stop at Nottingham station and there are several stops in the city centre. To find out what stop is the closest to your hotel or destination, you can use the journey planner on the Nottingham tram website: www.thetram.net/route-planner.aspx.

Suggested tram times from Lakeside Arts to NJM for workshops on Wednesday and Thursday: 13.24, 13.34 and 13.44.

An adult return tram ticket is £3.50, or for a full day ticket it's £4.00. Tickets can be bought with cash or card payment at the ticket machines at every tram stop in Nottingham.

Buses

The number 34 bus (orange line, Nottingham City Transport) runs 7 days a week between Lakeside Arts and the city centre. Buses from Lakeside (stop UN34) depart every 30 minutes, normally 5 minutes past the hour and 35 minutes past the hour. Further information is available from Nottingham City Transport website: www.nctx.co.uk.

Taxis

A taxi from Nottingham Station/City Centre to Lakeside Arts Centre is around £6.50 but may be higher around certain times. Taxi service numbers:

DG Cars 01159 500 500 or 0115 9 607 607

Forest Cars 0115 950 0600

Parking

There is small car park at Lakeside Arts and disabled parking available, access via East Drive. For parking in the city centre, please visit <https://en.parkopedia.co.uk>.

Trains

The nearest railway station is Nottingham, which is a 15-minute tram journey away.

CONFERENCE EXHIBITORS

This year the casual networking and exhibition marketplace will be situated in the Angear Visitor Centre in the museum building. Lunch and refreshments will be served there as well, so please do also mingle with the exhibitors.

Thank you to the following exhibitors for supporting this year's GEM Conference 2018.

Emma Metcalfe Illustration

Emma is an experienced children's illustrator who specialises in working with museums and heritage sites. Emma works with your organisation to design, write and illustrate bespoke family trails, children's guidebooks and other educational resources to fulfil your own unique requirements.

Emma can also produce hand-drawn illustrated maps, worksheets, children's characters and one-off illustrations. If you have an idea, come and talk to Emma about how you can bring it to life. Emma offers professional quality artwork, meticulous attention to detail and a friendly, down-to-earth service. All from a trusted heritage sector specialist.

Don't be shy, come and say hello!

When: Tuesday, Wednesday and Thursday

Meridith Towne Costume Historian & Dressmaker

Come and get your museum fitted for historical costume! Need a class full of Victorian servants or Medieval monks? Need your staff to be Tudor lords and ladies or WWI nurses? Want your visitors to dress-up as Georgian prisoners? Want a replica of Queen Victoria's wedding dress?

Working with you I can create the perfect costumes you need to enhance your education programme and dressing-up box, or augment your exhibitions, whilst also ensuring they stand the test of time with maintenance packs for each costume included.

Why not check out the costumes I made for other sites on my website: Stonehenge (EH), Kenwood House (EH), Fountains Abbey (NT), Ham House (NT), Greenwich Heritage Trust, Royal Armouries, Leeds, National Justice Museum, Nottingham, Royal College of Physicians, London, National Civil War Centre, Newark-on-Trent and Jorvik Viking Centre, York. Feel free to come and have a chat!

When: Tuesday, Wednesday and Thursday



www.emillustration.co.uk



www.meridithtowne.co.uk

Twitter: @MeridithTowne

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Oriel Square

At Oriel Square we are focused on education. Like you, we are immersed in education policy and the needs of teachers and learners. We'll help you find opportunities to make a difference in your educational activities, and can help you research, evaluate and deliver your learning programme, strategy for engagement with schools or educational publishing project.

The directors of Oriel Square, John and Sam, have between them four decades of experience in the educational digital and resources industry, with leadership roles in a range of companies from digital startups to market leaders. Our three-stage process will be the basis for how we approach your project. From stage 1, customer insight and strategy, through stage 2, researching and developing the concept, and on to stage 3, production and delivery, a hand-picked and experienced creative team will be working with you at every step.

When: Tuesday

The Round Group

We are a collective of artists, designers, creatives, technologists and filmmakers. Taking a rounded view of each project and bringing the best people for specific tasks, allows us to produce Moving Creative – engaging, thrilling, moving and educating the audience.

We specialise in producing interactive solutions (web, AR, VR, touchscreens), film, animation, motion graphics and graphic design. Our interest in digital art gives us the experimental playground, with ideas filtering down to interpretation work and creative productions.

Come and say hello at our stand – we'll be showcasing our design, interactive and film work.

When: Tuesday

GEM

GEM's *Museum Learning* course is for those beginning their careers in heritage education and participants are supported by a mentor with professional experience in the sector. It takes place in Manchester and London each year but attendees come from a range of workplaces and locations, so we welcome mentors from across the UK.

Are you a GEM mentor? Or do you want to develop your own CPD by getting involved in mentoring? Come and say hello to our mentor champion and trustee, Alison Giles, to talk mentoring with GEM!

When: Wednesday



www.orielsquare.co.uk

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www.theroundgroup.com

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Instagram: TheRoundGroup



www.gem.org.uk

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 [@gem_heritage](https://twitter.com/gem_heritage) #GEM2018

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