

Barrier-Free Challenge

Curriculum for Wales
(Can be differentiated for KS2, 3
and for SEN*)

*Learning stages under review



CANOLFAN
DDIWYLLIANT
CONWY
CULTURE
CENTRE



This challenge will draw out your students' observation, innovation, creativity and communication skills, while providing a vibrant, fun and fulfilling learning experience.

The challenge has been set by the Conwy Culture Centre team.

Curriculum for Wales

This resource has been developed to complement the Curriculum for Wales. Of the 12 pedagogical principles highlighted in 'Successful Futures', this resource:

- **creates an authentic context for learning**
- **encourages learners to take responsibility for their own learning**
- **supports social and emotional development and positive relationships**
- **encourages collaboration**
- **also encourages a wide range of teaching approaches, promotes problem-solving, creative and critical thinking, and utilises and reinforces cross-curricular learning across the six areas of learning.**

This resource has been developed in pursuit of the four purposes of the curriculum, developing young people as:

- **ambitious, capable learners, ready to learn throughout their lives**
- **enterprising, creative contributors, ready to play a full part in life and work**
- **ethical, informed citizens of Wales and the world**
- **healthy, confident individuals, ready to lead fulfilling lives as valued members of society.**

The six areas of learning and experience can be met by this resource. It encourages enterprising and creative contributions and the development of high-order skills that are in demand by employers.

Expressive Arts

There are opportunities to utilise the five disciplines of art, dance, drama, film and digital media, and music to physically, emotionally and socially engage. This resource creates a meaningful experience that will explore diversity and cultural changes through local Welsh history. Knowledge, skills and values will be developed through the challenge, enabling children to engage with issues that have shaped people, Wales and the world and that will continue to have a bearing on their lives.

Health & Well-being

This mantle offers an insight into the physical and social challenges that affect children in their everyday lives. This context allows for and encourages debate and comparability discussions that can enable learners to understand and appreciate their own and others' experiences and reactions to physical and social pressures and demands. This collaborative resource provides learners with access to a realistic employment situation where they can learn about work and the skills that are of value in a workplace.

Humanities

This mantle provides a context and some physical tools to immerse the learners in service-based business. Exploration of the Conwy Culture Centre building provides an opportunity to evaluate design, space and its use. The evaluation elements will enable the children to observe and experience how people interact with their environment, and what aspects of a business can be changed to make improvements to increase economic growth. The museum aspect will allow them to explore life, work and the shape of local society through history. The local context of this resource will instil a sense of belonging and pride.

Language, Literacy and Communication

This mantle will develop knowledge and skills in listening and reading, speaking and writing in both Welsh and English. The research, organisational responsibility and creative writing and communication elements will stimulate confidence and skills in an enterprising context.

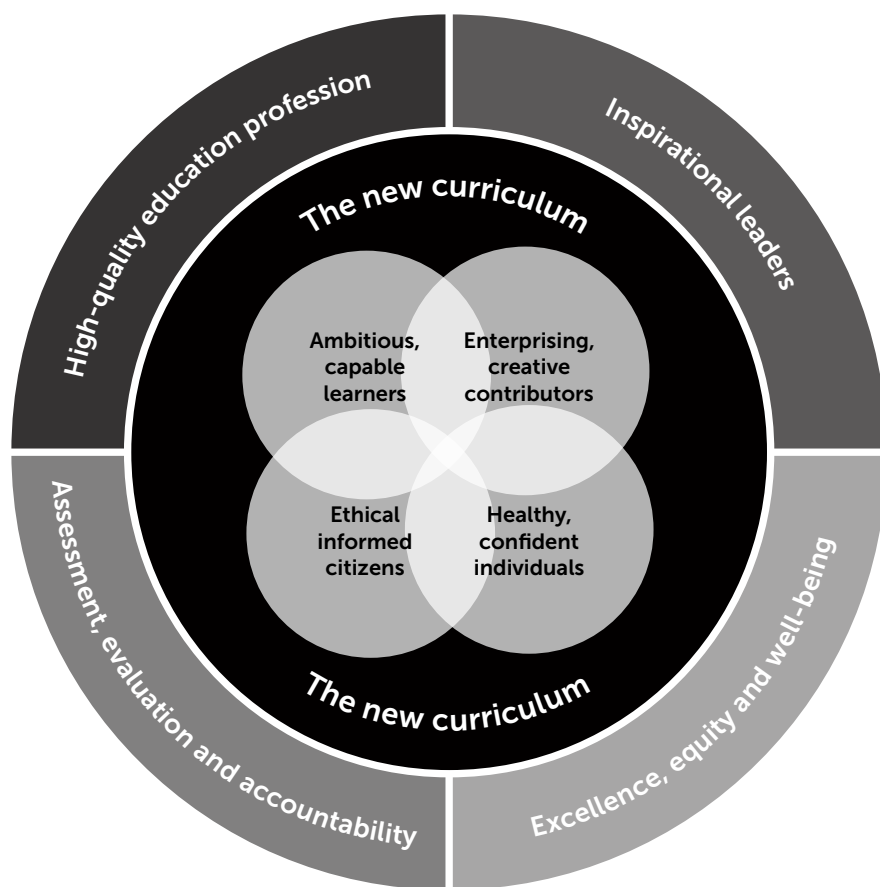
Mathematics and Numeracy

This resource provides an opportunity for engaging in team and individual activities to utilise and improve maths knowledge and numeracy skills through real-life concepts. From research and planning to design and evaluation tasks. From simple tallies and observations to tables, graphs and further interpretation of raw data.

Science and Technology

By using their personal experience and looking at the Centre through the eyes of people with a variety of needs, the learners have a unique opportunity to stretch their observation, evaluation, empathy and diplomacy muscles. There is an opportunity to investigate different disabilities and needs biologically and psychologically. From simply looking at basic human needs through to ways of exceeding expectations and creating a truly emotive experience. Investigation of the exhibitions could inspire students to design their own exhibit.

Our national mission is ambitious, innovative and confident.



“ *It is our collective responsibility to inspire, engage and motivate the next generation of learners as we bid to develop a brighter, more prosperous Wales. We live in challenging times and building a system of which we are all proud will not be easy. But our vision for education is unashamedly ambitious.*

Our nation needs compassionate and well-rounded individuals who not only have a strong grasp of literacy, numeracy and digital competency, but also the critical thinking skills, imagination and resilience to excel in – and create – the new jobs of tomorrow. We must ensure that every voice is heard, and no child is left behind. ”

Kirsty Williams - AM Cabinet Secretary for Education

The Client

Conwy Culture Centre is an innovative centre of excellence for culture, heritage and the arts in Conwy County, based on the site of the Old School, Bodlondeb in Conwy Town.

The centre contains the county archive, an area library, heritage exhibitions, a community arts hub, meeting room and café.

It's a great starting point to explore the rich story of Conwy County. The exhibitions on display take visitors through 5,000 years of history, complete with unique objects, beautiful works of art and family-friendly interactive interpretation.

A library and much more; this is a bolthole, a place to relax or get some work done. Somewhere to sit back and relax with a good book and a coffee. Ever tried your hand at local or family history research? Now is the perfect opportunity, with friendly staff available to help you get started.

The landscaped areas around the centre include a peaceful sensory garden with accessible paths and seating. You can listen to local voices telling their stories as you admire the medicinal plants in the Physic Garden – a link to the rich monastic history of Conwy before the castle.

The Challenge

The Conwy Culture Centre has been designed to be accessible and barrier-free to all visitors.

Your challenge is to investigate and evaluate this and provide a review and/or presentation to report your findings. The Conwy Culture Centre team will be available to help with your investigation and will provide an audience for your presentation and review.

A Centre such as this must be vibrant, lively, fascinating, accessible and barrier-free.

There will be a seasonal influx of visitors who are on holiday or day trips, but a large and essential market for the Centre is local. By combining services – library, museum and archives – the Centre will draw a local audience, but it is essential to aim for an excellent first impression, meeting the needs of all and encouraging them to return. The Centre must meet all visitor expectations and be consistent in its standard of care and quality. It will also need variation, innovation, change and renewal.

Listed below are some things that a business can do to be successful. Businesses can have:

- clean, spacious and carefully thought-out facilities
- regular and varied events
- seasonal or targeted activities
- activities for specific audiences
- changing exhibitions
- exhibitions that are appealing to all the senses
- an excellent café
- an excellent visitor service
- a quieter safe space
- an environmentally sustainable, ethical and fair-for-all ethos apparent throughout
- innovative experiences
- an exciting or essential reason to return
- excellent communication

Conwy Culture Centre will face many evaluations that look at both physical and intellectual accessibility. It aims to achieve accessibility statuses, tourism accolades and approval from visitors with varying needs. **The VAQAS assessment tool** [https://businesswales.gov.wales/tourism/sites/tourism/files/documents/WG23946 Visitor Attractions Grading Brochure E %5BPDF%5D.pdf](https://businesswales.gov.wales/tourism/sites/tourism/files/documents/WG23946%20Visitor%20Attractions%20Grading%20Brochure%20E%5BPDF%5D.pdf) and the **Dementia Friendly Community, Environmental Assessment Tool** <https://dta.com.au/resources/dementia-friendly-community-environmental-assessment-tool/> are useful documents for students to read and discuss prior to their visit.

The Stages

This challenge can be an individual task or a team task but with the opportunity to draw out individual strengths and support each other's weaknesses.

We have suggested the following stages of development and evaluation. There are loads of tools and techniques that can be explored and used at each stage. Check out this list from **Euan's Guide** <https://advisor.museumsandheritage.com/features/euans-guide-disabled-people-give-their-top-tips-for-accessibility-in-museums/> and these useful **Disability Awareness Fact Sheets** <https://www.remploy.co.uk/employers/resources/disability-awareness-factsheets>. We suggest that each student has a journal where they record each stage of the challenge and what they have learned. This will form part of their reflection at the end.

1. Team Up

What makes a team work? What are your individual strengths? How are teams structured?

2. The Plan

Have you been to a museum before? What was it like? Have you ever had a bad visitor experience? Have you had an excellent experience? Have a really good discussion and make sure everyone has an opportunity to contribute. Plan your initial visit to Conwy Culture Centre by emailing LIC@conwy.gov.uk. What do you need to find out? What are your team and individual roles? Are you going to do the Visitor Journey together or split the Moments of Truth between you?

What are moments of truth?

In customer experience management, moments of truth represent the points in a customer's journey when an opinion about that experience is formed.

3. The Visitor Journey

Visit Conwy Culture Centre. Record your opinions and observations. Make some suggestions for improvements. Explore the exhibits and enjoy your visit.

4. Analysis and Review

Are your opinions and observations being shared within the team? How are you going to present your findings? Are you being fair and realistic about your suggestions? How are you going to get that across to the panel? Divide the elements for the presentation – for example, digital, visual, introduction, detailed review and summary. Who should do which bits?

5. Show Time and Reporting Back

You could:

Plan, rehearse and film and edit your review and email it to

LIC@conwy.gov.uk

Or complete a report similar to the one used by VisitBritain – VAQAS (Visitor Attraction Quality Assurance Service), example included.

Alternatively, you can arrange to visit the Centre again and present it to the Centre team. (Arrive at Conwy Culture Centre with plenty of time to set up and relax. Present your review. Invite and answer questions.)

Once it's delivered, be proud and congratulate yourselves.

6. Evaluation

Complete your individual journals. Prepare a 5-minute reflective presentation highlighting what you have learned.

The Visitor Journey – Conwy Culture Centre

Use the following worksheet to record your findings. The map is provided for you to label or add a reference to pinpoint specific places linked to your comments.

Questions you may ask

Physical Accessibility

Is there room to move around?

Is it clean and tidy?

Is it well lit?

Can you hear it?

Does it work?

Are there quiet, calm spaces to go to?

Should there be a seat here?

Is there a water bowl for dogs?

Is there a free drinking-water refill station?

Intellectual Accessibility

Is the information: correct, in large print, Braille, BSL, bilingual, audio, visual, etc?

Is the signage: large print, Braille, BSL, bilingual, audio, visual, etc?

Are the staff knowledgeable and patient?

For example

Moment of Truth	Score	Positive Opinions	Negative Opinions	What could be done to improve the experience?	Map Reference
Arrival					
First impressions	5	Impressive modern building.	I found it quite difficult to find the museum exhibits and people were sitting in front of some of the artwork.	Move seating areas away from the artwork. Lower some of the artwork (or associated labels) so it can be clearly read.	2a
Layout	3	Information was presented in a variety of ways.			2b
Information	4				

Conwy Culture Centre Moments of Truth

0 = unacceptable
4 = very good quality

1 = acceptable quality
5 = excellent quality

2 = quite good quality

3 = good quality

Moment of Truth	Score	Positive Opinions	Negative Opinions	What could be done to improve the experience?	Map Reference
Pre-arrival Online					
Arrival First impressions Layout Information					
Library Layout Range of content Presentation Cleanliness Information <i>(correct, large print, Braille, BSL, bilingual, audio, visual)</i>					
Museum Exhibits Layout Range of content Interactive exhibits Cleanliness Information <i>(correct, large print, Braille, BSL, bilingual, audio, visual)</i>					
Toilets Maintenance Cleanliness					
Café Maintenance Cleanliness Menu and range of food Quality					
Staff Customer care Knowledge					
Sensory Garden Signage Layout Accessibility Quality of planting Installations					

- 1 Library and Heritage Collections
- 2 Archive
- 3 Café
- 4 Community Arts and Exhibition Space
- 5 Sensory Garden

