



NLHF-funded Business Support Programme

‘Surviving to Thriving: Supporting Sustainable Scottish Heritage Businesses’

Participant FAQs

- **When does training take place?**

Training dates for all strands have now been circulated to our main contact at each participating organisation. These dates have been agreed with our training partners and are unlikely to change. If you require your allocated training dates to be resent, please contact Paige or Fiona (details below), who will send you a copy.

- **Will my organisation receive a bursary for taking part in the programme?**

Yes, all participating organisations will receive a bursary to help with taking part in the programme. A flat daily rate will be paid to each organisation for each person attending and will be paid in lump sums after each training strand has ended. The bursary will only be paid for core training and only for confirmed training days attended by each person. Further details on bursary payments will be shared shortly.

- **How will training be delivered?**

The Leadership strand has now been confirmed to be 100% online. Links and passwords for accessing the sessions will be circulated to participants ahead of each session taking place via email.

It is likely that a blended approach will be taken for the remaining three strands, depending on the level of restrictions at the time. Further information will be circulated as and when we are able to confirm.

- **Will any travel be required to take part in the programme?**

As mentioned above, the Leadership strand is fully online, however we are hoping to reinstate face-to-face training where and when possible, in line with the Government's guidelines around COVID-19. MGS are working on a policy to ensure that any future face-to-face training sessions and events are carried out safely, to protect everyone involved.

All cohorts have been arranged geographically, therefore should we be able to reintroduce any in-person training during the duration of the programme, we will select a suitable venue within each cohort's geographical area to limit travel times.

Please note, an additional bursary will be made available to each organisation for any travel costs incurred to participate in face-to-face training.

- **Which platform will be used for online training?**

Online training will take place on Zoom. Assistance on using Zoom will be available to anyone who is unfamiliar with this platform. As mentioned above, links and passwords will be circulated to participants ahead of each session taking place via email.

- **What equipment do I need?**

It is recommended that you use a laptop or PC for Zoom sessions, as it will be beneficial for you to see shared training materials, our trainers, and other participants at the same time. If you do not have a laptop or PC, Zoom can be used on an iPad or mobile phone, however you may find it difficult to participate fully.

- **Who is conducting the training?**

Our training partners BlueSky Experiences will be delivering the core training for the programme. Bringing a wealth of experience and expertise, BlueSky Experiences have developed a tailored programme across the four core themes of Leadership, Governance, Business Planning and Local Community Engagement.

We are also working with City of Glasgow College who will be offering a menu of optional skills-based workshops which will complement the core training. More details on these workshops will be announced shortly.

- **How will training be tailored?**

Training will be tailored as much as possible to each cohort (10 organisations per cohort) and co-design will take place through participant consultation sessions with our training partners BlueSky Experiences before each strand begins.

These consultation sessions are your opportunity to share concerns and/or opportunities relevant to your organisation that can be covered in training content. We encourage each participant to engage fully with the training, consultations and evaluation stages to get the most from the programme.

- **Where can I find out more about the training?**

Our training partner BlueSky Experiences will be presenting an overview of each training strand and the content that will be covered at our 'Intro Sessions' on Tuesday 23rd & Thursday 25th March 2021 - [Business Support Programme - Introduction sessions Tickets, Multiple Dates | Eventbrite](#)

Following these 'Intro Sessions' and before the programme begins at the end of April, this overview will be shared with all participants. Final details of tailored content will not be available until the co-design consultation sessions have taken place for each strand.

Any updates to training content will also be added to the Business Support Programme page on the MGS website - [Museums Galleries Scotland | Business Support Programme](#)

- **Will we receive training materials?**

Yes, relevant training materials will be shared electronically before and/or after sessions to participants, as appropriate.

- **Who else is taking part in the programme?**

You can find a full list of fellow programme participants on the Business Support Programme page of the MGS website – please click here to view: [Museums Galleries Scotland | Business Support Programme](#)

- **What happens if I am unable to attend a session?**

Please let Paige or Fiona (details below) know as soon as possible if you are unable to attend a session for any reason. We will assist, where possible, to help you catch up.

It is possible to send an alternative member of staff at short notice, however we ask that you commit to all core training dates and send the most appropriate individual/s from your organisation to get the most out of the training, both for them and your organisation.

Please note, bursary payments will not be paid to your organisation for any missed training days.

- **The individual nominated to take part in the training is no longer with the organisation, can I change the person attending?**

We appreciate that circumstances do change, therefore if you do need to nominate another person for any strand, please let Paige or Fiona (details below) know as soon as possible.

Shortly before each strand begins, we will be asking the main contact for each participating organisation to confirm who will be attending.

- **We no longer have time to commit to the programme, what should we do?**

Please speak to Paige or Fiona (details below) as early as possible if you feel that you are no longer able to commit to the training, however we do hope that the Business Support Programme will be an invaluable tool to help your organisation succeed over the next 18 months. We may also be able to refer you to colleagues who may be able to help.

- **Who do I get in touch with if I have a question/problem?**

If your question has not been answered here in our FAQs, please contact our Project Administrator, Paige Hughes – paigeh@museumsgalleriescotland.org.uk, or our Business Support Project Manager, Fiona Skiffington – fionas@museumsgalleriescotland.org.uk