

Introduction to the CECA Vocabulary

This document offers an overview of the words used to indicate the work of museum educators – or whatever they are called today – in several countries.

For each country represented you will find

- the main words used to describe our work
- the dominant word(s) used to describe our profession

This Vocabulary is not just about words!

Words have different meanings in each country and over time, so it is easy to get stuck in endless semantic discussions. The main purpose of this Vocabulary is getting a step further, since the way we use words also explains a lot about the way we think and work. **It reflects the views on museum education in each country.** And it shows the variety in our profession around the world.

Background

This Vocabulary was collected in the light of a study into the background of CECA's name, containing two concepts: education and cultural action. Most members have quite a fair understanding of 'education', but not many can clearly explain 'cultural action'. So CECA started a special project looking for old and new meanings of education and cultural action. This is done in several ways since 2016: Facebook surveys, poster presentations and workshops were held. [ICOM Education 28](#) is entirely dedicated to the theme, as well as the [CECA 2018 annual conference](#) in Tbilisi.

'Disclaimer'

Many CECA-National Correspondents and some individual members contributed to the composition of this vocabulary. We thank all of them!

In some cases a group of members cooperated in defining the best possible answers for their country, in other cases it is the result of a single members' opinion. So in most cases you get an impression of the vocabulary in this specific country, but it cannot represent the professional community that operates in the field.

In this Vocabulary, we had to use translations in order to describe and understand the words given in other languages. But translations are very tricky. Even when they sound the same, their meaning, nuance and subtleties may vary from one language to the other. Each word 'feels' different for someone in another context, so please be aware of that.

Not finished yet...

The Vocabulary is dynamic: we hope to be able to add more countries in the future, improvements can be made for the countries represented. Please contribute by using the format in Appendix 1 or by sending an email to Arja van Veldhuizen.

Arja van Veldhuizen

CECA Board member responsible for special projects
arjavanveldhuizen@gmail.com

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Country: Austria

Language: German

Input by Wencke Maderbacher, CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - German): Kulturvermittlung

Word 1 (in English): facilitating or mediating art/culture

Short description:

Kulturvermittlung describes the cultural action in museums, art intuitions or historic places and involves the whole spectrum of work – conceptual, guiding, evaluating etc.

Word 2 (in your own language - German): Museumspädagogik

Word 2 (in English): Museums pedagogy

Short description:

Museums pedagogy is the old fashioned word for Kulturvermittlung and seldom in use. It refers cultural action exclusively to children and education instead of learning.

2. Describing your profession

Title of profession in German: Kunst- / KulturvermittlerIn

Short description of what this means:

Art- or cultural facilitator or mediator. We are connecting museums' themes and topics with the audiences. In Austria we define in which kind of museum you're working – there are art, culture, but also nature or history facilitators.

Important: the German language differs in gender, 80% of the Austrian facilitators are women, and therefore it's very important to show this in the written language, f.e. through the ending –In

3. Additional comments & thoughts

None

Country: Belgium (FRENCH)

Language: French

Input by Nicole Gesché-Koning, acting and former CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - French): Education / Service éducatif

Word 1 (in English): Education, Education service

Short description:

A quick survey through different museum websites in the French speaking part of Belgium reveal that Education as such does not always appear anymore as a special heading but appears under the heading activities or service to the public

Word 2 (in your own language - French): Service culturel

Word 2 (in English): Cultural service

Short description:

The same as above.

Word 3 (in your own language - French): Médiation culturelle

Word 3 (in English): cultural mediation / facilitating

Short description:

The same as above but with other words.

Word 4 (in your own language - French): Service des publics

Word 4 (in English): audience services

Short description:

The same as above but encompasses also communication.

2. Describing your profession

Title of profession in French: various: guide-conférencier, collaborateur pédagogique, collaborateur scientifique

Short description of what this means:

All these words refer to the English word museum educator and encompass guided tours, workshops, lectures for various publics from individuals (children to adults and disabled) to school children and groups

3. Additional comments & thoughts

See page 6 page for Dutch speaking Belgium.

Country: Belgium (DUTCH)

Language: Dutch

Input by Nicole Gesché-Koning, acting and former CECA-National Correspondent, with additions by Hildegard van Genegten (FARO)

1. Words/terms you use in your language

Word 1 (in your own language - Dutch): Educatie / educatief aanbod

Word 1 (in English): Education, Educational offers

Short description:

Traditionally museum educators work for all types of audiences, from schools and individual children to adults and disabled.

Word 2 (in your own language - Dutch): Publieksbemiddeling

Word 2 (in English): mediating for audiences

Short description:

This term often is used for what is happening in the museum itself, like guided tours, museum texts, workshops etc.

The word 'bemiddeling' seems to follow the French trend linked to the words 'médiation culturelle'.

Word 3 (in your own language - Dutch): Publiekswerking

Word 3 (in English): Working for the audiences

Short description:

'Publiekswerking' has a wider meaning, it also includes activities outside the museum walls, outreach programmes (for example sessions by museum staff in a school or in a home for elderly people, care institute etc.).

Word 4 (in your own language - Dutch): Participatie

Word 4 (in English): participation

Short description:

To involve citizens / participants / the audience in co-creation processes museums.

2. Describing your profession

Title of profession in Dutch: various, like: educatief medewerker, publieksmedewerker, medewerker publiekswerking or medewerker publieksbemiddeling.

Short description of what this means:

'Educatief medewerker' is the traditional job title, the other three are more defined in the term of the public: working for or facilitating your audiences.

3. Additional comments & thoughts

The Dutch speaking Belgium museum educators recently were inspired by what is happening in UK and US. There were study trips to these countries, because the museums there had a longer experience with reducing support by the government, which makes it even more necessary to define the relevance and added value of museums. The Belgium colleagues were also looking how museums in especially cities were dealing with minorities and vulnerable groups in society and the

accompanying socio-economic challenges. What role can museums play under these circumstances? The Belgium museum educators applied the outcomes of these trips in their own work afterwards. See page 5 for French speaking Belgium.

Country: Brazil

Language: Portuguese

Input by group during workshop in Lisbon, 26. April 2018, additions by Adriana Mortara Almeida

1. Words/terms you use in your language

Word 1 (in your own language - Portuguese): Serviços educativos / Educativo

Word 1 (in English): Educational service

Short description:

Guided tours and programs for schools and other target groups, and some activities connected with cultural action.

The 'service' promotes educational activities for all kinds of audiences (students, families, staff, disabled people etc.). These activities may include conferences, guides tours, theatre, storytelling, games, dance, drawing, and others, in the museum or outside the walls.

Word 2 (in your own language - Portuguese): Mediação

Word 2 (in English): Mediation

Short description:

Based on the educational process, is more focused on the relationship between mediator and visitors. It is the educational process in which the educator builds a relationship between the exhibition (the content, the objects, the artworks, the texts etc.) and the visitor.

Word 3 (in your own language - Portuguese): Acessibilidade

Word 3 (in English): Accessibility

Short description:

To make the museum accessible for different target group with special needs in wider sense (different kinds of accessibility).

Word 4 (in your own language - Portuguese): Oficina

Word 4 (in English): Workshop

Short description:

Educational activity in which the audience may do hands-on, games and other participatory activities.

2. Describing your profession

Title of profession in Portuguese: Mediador / Educador

Short description of what this means:

Mediator (or educator) is the person responsible for ensure the educative process and to establish the connection between to scientific core of museum collections and the pedagogical approach to different visitors

3. Additional comments & thoughts

In Brazil there isn't a career for museum educators. The title, the salaries and contracts vary a lot. In 2017 it was approved by the Ministry of Culture a National Program of Museum Education (PNEM).

Country: Canada (ENG)

Language: English
Input by Mary Pinkoski

1. Words/terms you use in your language

Word 1 (in your own language - English): School programs

Word 1 (in English): School programs

Short description:

Programs that are booked by schools that take place in informal learning sites, such as museums.

Word 2 (in your own language - English): Adult programming

Word 2 (in English): Adult programming

Short description:

Programs in informal learning sites (museums) that are designed solely for adult audiences.

Word 3 (in your own language - English): (Costumed) (Historical) Interpretation

Word 3 (in English): (Costumed) (Historical) Interpretation

Short description:

Any interpretive activity (tours, historical role-play, historical skill demonstration) that happens in a museum. The words 'costumed' and 'historical' are often added as qualifiers to interpretation depending on the setting.

Word 4 (in your own language - English): Tour guide

Word 4 (in English): Tour guide

Short description:

Usually specific to a role that defines the practice of giving tours (which encompasses a specific interpretation activity), but can also include other educational activities.

2. Describing your profession

Title of profession in Canada: Museum Educator

Short description of what this means:

I chose museum educator because I think that is the most universally known definition of the education work (tours, school programs, adult programs, interpretation) that I have done in museums. But some of the official titles I have also held that encompass this work are: tour guide, school programmer, school and structured programmer, interpreter, historical interpreter, and costumed historical interpreter.

3. Additional comments & thoughts

See page 10 for French speaking Canada

And see [ICOM Education 28](#), p. 89-108.

Country: Canada (FRENCH)

Language: French

Input by Katy Tari from the Pointe-à-Callière Museum in Montréal

1. Words/terms you use in your language

Word 1 (in your own language - French): *Médiation / Médiation culturelle*

Word 1 (in English): (Cultural) mediation

Short description:

Activités et actions permettant de créer une relation et une interaction entre le Musée et ses visiteurs. Vise la démocratisation et l'accessibilité culturelle

Activities and actions allowing to create a relationship and interaction between the Museum and its visitors. Aims for democratization and cultural accessibility

Word 2 (in your own language -French): Activité éducative

Word 2 (in English): Educational activity

Short description:

Une activité dirigée immersive et interactive, qui a un objectif d'apprentissage, présentée dans le milieu de la culture et des musées.

An immersive and interactive guided activity, with a learning objective, presented in the context of culture and museums.

Word 3 (in your own language -French): Visite éducative

Word 3 (in English): Educational visit

Short description:

Visite guidée, avec un objectif d'acquisition d'apprentissage et de connaissances, présentée dans le milieu de la culture et des musées.

Guided tour, with the objective of acquiring learning and knowledge, presented in the context of culture and museums.

Word 4 (in your own language -French): Interprétation

Word 4 (in English): Interpretation

Short description:

Action permettant de favoriser et de démocratiser l'accessibilité de la culture et des Musées

Action allowing to promote and democratize the accessibility of culture and museums

2. Describing your profession

Title of profession in French: Responsable des programmes éducatifs
Responsible for educational programs

Short description of what this means:

Planifier, organiser, contrôler et évaluer les programmes éducatifs afin d'optimiser leur fonctionnement. Superviser le personnel éducatif. Gérer et assurer le développement de la clientèle et du budget, développer des partenariats.

Plan, organize, control and evaluate educational programs to optimize their operation. Supervise educational staff. Manage and ensure customer and budget development, develop partnerships.

3. Additional comments & thoughts

See appendix 2 for four more words. See page 9 for English speaking Canada.
And see [ICOM Education 28](#), p. 109-128.

Country: Colombia

Language: Spanish

Input by Olimpia Niglio, Pontificia Facoltà Teologica 'Marianum' ISSR , Vaticano

1. Words/terms you use in your language

Word 1 (in your own language - Spanish): Equipaje Cultural

Word 1 (in English): Cultural Baggage

Short description:

Set of skills specific to the training of people working in education and in the protection of Cultural Heritage (tangible and intangible).

Word 2 (in your own language - Spanish): Valor cultural

Word 2 (in English): Cultural Value

Short description:

Entity proper to a good that belongs to the community and that reflects the ideals that constitute the foundation of the memory and identity of a country.

Word 3 (in your own language - Spanish): Reciclaje

Word 3 (in English): recycling, sustainability

Short description:

Compatible reuse, reuse of material elements that have a cultural value for the community and that allow to continue valuing the past.

Word 4 (in your own language - Spanish): Instancia Cultural

Word 4 (in English): cultural institution

Short description:

Ethical act that moves and justifies human activities and can be analyzed on the basis of the historical considerations that have produced it, but does not request justifying theoretical references.

2. Describing your profession

Title of profession in Spanish: [unknown]

Short description of what this means:

According to Mrs. Olimpia Niglio there are no CECA-members in Colombia she could consult.

3. Additional comments & thoughts

None

Country: Croatia

Language: Croatian

Input by Zeljka Jelavic, CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - Croatian): muzejska pedagogija

Word 1 (in English): museum pedagogy

Short description:

Teaching about the richness of the museum objects and their stories. The task is to mediate between museum objects and visitors, ensure tactile, visual, auditory transmission of information. Every kind of activity offered to school classes as well as to other visitor groups in the museum.

Word 2 (in your own language - Croatian): muzejska edukacija

Word 2 (in English): Museum education

Short description:

The term is used in the same meaning as museum pedagogy. In practical sense there is no difference between work of museum pedagogue and museum educator. The term Cjeloživotno učenje (lifelong learning) learning is used with museum education. more and more often, to indicate that museums can play a role to enrich the life of people in all ages.

2. Describing your profession

Title of profession in Croatian: muzejski pedagog (male gender, written in museum law)
muzejska pedagoginja (female gender)
(museum pedagogue in English)

muzejski edukator - used by some colleagues
(museum educator in English)

Short description of what this means:

Museum pedagogues are running the museum education in a museum, both for school groups as for other target groups. Traditionally the focus was on school groups, nowadays to different age and social groups. Croatian language is gender sensitive. Majority of museum educators are women. Most frequently used terminology is: Museum pedagogue does museum pedagogy. Museum pedagogue does museum education.

3. Additional comments & thoughts

Since 1998 museum pedagogue is recognised as museum professional within Museum law. Museum pedagogue is official term. Although it is named museum pedagogue works with all age and social groups. In Croatia roughly more than 50% of visitors are school and pre-school children, in some museums even 70%

The word museum pedagogy reveals the historical connections with Central European countries and German language in development of pedagogy as a discipline, where 'Museumspädagog' has been the common name for a museum educator. It reflects the importance of teaching audiences, making them into a more informed and therefore better citizen.

The museum field in Croatia has traditionally been influenced by German publications and academic traditions. In contemporary era it is mostly influenced by English and Anglo-Saxon perspective, which is reflected in translation of Croatian terms. When translated into English, Croatian word for museum pedagogy is translated by 'museum education'.

French terminology has not been rooted for example. The term 'Mediation' is sometimes heard, but not rooted in the museum practice.

Country: France

Language: French

Input by Marie-Clarté O'Neill, CECA- Board member

1. Words/terms you use in your language

Word 1 (in your own language - French): Education

Word 1 (in English): Education

Short description:

Strongly related to formal education in French. Describes a desired result, that of developing/enriching the people concerned, mainly in knowledge (the cognitive dimension) but also in know-how (connected to skills). Used in France for young audiences/children.

Word 2 (in your own language -French): Action culturelle

Word 2 (in English): Cultural Action

Short description:

Refers to a process of disseminating culture, both informal and non-formal, aimed mainly at adult audiences of all kinds. In France this has been strongly initiated through government policy. Since 2005 and the Museums Act, it is mainly the institutions deciding on the orientation of their cultural activities

Word 3 (in your own language - French): Médiation

Word 3 (in English): Mediation - facilitating

Short description:

Term used by the majority of the French professionals. If education remains a goal, mediation is the path outside the patterns of formal education, which are not very well adapted to the museum. A path leading to diverse audiences, looking for ways to encourage museum visits and far more active participation of each visitor.

Word 4 (in your own language - French): Co-construction

Word 4 (in English): Co-construction

Short description:

Upcoming way of developing cultural or educational programs, encouraging professionals to increasingly involve the public in designing the actions intended for them. We could also talk about participatory museology, very much encouraged by the Ministry in charge of culture.

2. Describing your profession

Title of profession in French: Médiateur

Short description of what this means:

'Médiateur' would be the most used term for people who are working as museum educators. But in the national museums they prefer the title 'conférencier'.

The people in charge of the development of education programs have many different denominations depending of the size or nature of the museum they work in: Responsable des publics, chargés de programmation, agent du service éducatif, Responsable de la médiation etc.

3. Additional comments & thoughts

Since ICOM was founded in France, the French vocabulary had its influence on CECA and CECA's name. Please read the article by Marie-Clarté O'Neill in ICOM Education 28 for a better understanding of the developments in museum education / cultural action in France, with all variations and nuances.

In general, due to the quantity and quality of the collections in French museums, the power has long been in the curators hand. But successive policies of the Ministry of culture, as fund provider, pushed museums progressively towards a more audience-focused attitude. See [ICOM Education 28](#), p. 35 – 48.

Country: Georgia

Language: Georgian

Input by Ana Zhvania and Lana Karaia

1. Words/terms you use in your language

Word 1 (in your own language - Georgian): საგანმანათლებლო პროგრამა

Word 1 (in English): Educational programme

Short description:

It means for us an activity consisting of tour around permanent or temporary exhibition and hands-on activities connected with content of the exhibition.

Word 2 (in your own language - Georgian): შემოქმედებითი აქტივობა

Word 2 (in English): Creative activity

Short description:

Can be literally translated as creative activity and means hands-on activity what can be included in programs, exhibitions etc.

Word 3 (in your own language - Georgian): ინტერაქტივი

Word 3 (in English): Interaction

Short description:

The program is based on interaction, educator gives questions to participants and facilitates the discussion.

Word 4 (in your own language - Georgian): ღონისძიება

Word 4 (in English): Event

Short description:

It is name for any kind of cultural activity in the museum – opening of exhibition, concert, performance etc.

2. Describing your profession

Title of profession in Georgian: პედაგოგი

Short description of what this means:

Educator is a person planning, developing, informing audience, managing educational programs and projects.

3. Additional comments & thoughts

Most of the words used during the everyday work are international and mostly mean the same as in English. So Ana and Lana are considering to use more Georgian terms (they definitely exist) and bring them back to the life.

Country: Germany

Language: German

Input by Christine Brehm, CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - German): Museumspädagogik

Word 1 (in English): museum pedagogy

Short description:

All activities to teach (facilitating/moderating) in the museum or exhibitions to school groups and other groups. Focus on transmitting information.

Word 2 (in your own language - German): Vermittlung

Word 2 (in English): facilitating/moderating

Short description:

Museum education building bridges: the process of moderation between the museum objects and stories and the visitors, so they can make more out of their visit.

Word 3 (in your own language - German): Museumsbesuche

Word 3 (in English): museum visits

Short description:

General term for visits to the museum, by all kind of audiences – from families to elderly, to any other type of visitor.

Word 4 (in your own language - German): Museumsdienst

Word 4 (in English): Museum Education Service

Short description:

In larger cities (as: Köln, Berlin and Hamburg) 'Museumsdienst' is used for Museumspädagogik. Museum Education Service is used for a bunch of museums. They have a centralized office where all museum education – traditionally for school groups – is organised for all museums in this city. Often these museums do not have museum educators or an education department of their own. So museum education is centralized.

The office employs museum educators, maintains all contacts with schools and other parties who want a guided tour or other education programme in one of the museums. The office takes care of all the appointments, the scheduling, the payments and the quality of the tours delivered by the appointed museum teachers/educators.

2. Describing your profession

Title of profession in German: Museumspädagog / Museumspädagogin

Short description of what this means:

The mission of museum pedagogy profession is any kind of cultural education (facilitating/moderating) in Museums and exhibitions.

Important: the German language differs in gender, and therefore it's very important to show this in the written language, f.e. through the ending '-In' for female employees (the majority in this profession).

3. Additional comments & thoughts

Germany is a federal state, so each 'Land' (county) has cultural autonomy and its own cultural policy. This also affects museums and museum traditions.

Transmitting knowledge has always been important in the German museum tradition. Usually museum educators, but also guides in the museum, need an academic grade, linked to the specific content of the museum.

Country: Ireland

Language: English

Input by Marie Bourke, CECA-National Correspondent, based on contributions by 8 institutions and 7 individual members.

1. Words/terms you use in your language

Word 1 (in your own language - English): Access to learning

Word 1 (in English): Access to learning

Short description:

We create programmes, resources and services that provide physical, intellectual and emotional access to ways of learning about the collections that differ from person to person.

Other words:

- Engage
- Teaching and Learning
- Free Drop-In Workshop
- Mediation

Word 2 (in your own language -English): Engagement

Word 2 (in English): Engagement

Short description:

Public engagement is how our museums and cultural heritage institutions share their collections and activities onsite, offsite and online through interacting with and responding to our audiences.

Other words:

- Access
- learning • Interdisciplinary
- Learn and Explore Programme
- Diversity
- Public engagement onsite, offsite and online

Word 3 (in your own language -English): Creativity

Word 3 (in English): Creativity

Short description:

We encourage audiences to be innovative, imaginative and gain enjoyment from the process as they participate in and devise programs that reflect their own creativity.

Other words:

- Create
- Creative
- Student Centred
- Art Workshop
- Creative and innovative learning

Word 4 (in your own language -English): Inclusivity-Diversity

Word 4 (in English): Inclusivity-Diversity

Short description:

We create a wide-range of culturally diverse programmes for all abilities and ages, so the museum can welcome and engage audiences that reflects the reality of our society.

Other words:

- Inspire
- Diversity • Curricular and extra-curricular • Facilitator • Discovery

2. Describing your profession

Title of profession in English: Museum Educator (depends on the seniority of the post)

Short description of what this means:

Working in museum education means developing the policy and concepts for the collections-based public engagement services and programmes onsite, offsite, online. It potentially involves managing budgets, programme evaluation, staff and training. This work usually includes research / writing / lecturing and representing the organisation at conferences/events nationally and internationally.

Other words:

- Education Officer
- Head of Education
- Teacher
- Education and Communications Officer
- Learn and Explore Team:
- Curator, Learn and Explore Programme Manager
- Programme Co-Ordinator, Learn and Explore Programme
- Facilitator

3. Additional comments & thoughts

This is the summary, the individual texts of the Irish contributions are also available in Appendix 3.

Country: Italy

Language: Italian

Input by the members of 'Education and Mediation Committee' in ICOM Italy, collected by Silvia Mascheroni, CECA-National Correspondent, and Claudia Fredella based on input by 15 colleagues.

1. Words/terms you use in your language

Word 1 (in your own language - Italian): Educazione / Educazione al patrimonio culturale

Word 1 (in English): Museum education / Heritage education

Short description:

All the activities organised in the museum with an educational aim.

Education is the development of the abilities of the mind (learning to know). The word is derived from the Latin *ēducātiō* (a bringing up) which is related to the homonym *ēdūcō* ('I lead forth, I take out; I raise up). So, using art/ heritage to know art, history, math, actuality: education through art.

Both the subject who educates and the subject who is educated already have their own mental map available to draw on to critically interpret new experiences and transform them into a new cognitive and experiential baggage.

Word 2 (in your own language - Italian): Didattica museale

Word 2 (in English): Museum didactics

Short description:

Methodologies and tools used by the Learning Department to design and develop various different activities and projects.

Some find it an old and outdated definition, but it's still used regularly to describe and define a museum educating action.

Word 3 (in your own language - Italian): Mediazione (culturale)

Word 3 (in English): (Cultural) mediation

Short description:

All the activities, tools and languages that 'translate' the knowledge of the heritage for all the audiences, making a link between heritage and visitors.

'Mediazione' focuses on activities and tools that facilitate the dialogue with the museum and the quality of learning processes of the visitors.

Some colleagues find this the most correct word to indicate the relationship between museums and the public, but say that it still is not used in the museum sector very often. The term is not shared (yet).

Word 4 (in your own language - Italian): Formazione

Word 4 (in English): Training

Short description:

Museums as learning places where both museum staff and visitors are involved in. Or: set of skills specific to the training of people working in education and in the protection of museum objects and other cultural heritage (tangible and intangible).

2. Describing your profession

Title of profession in Italian: Educatore /educatrice museale

Short description of what this means:

The museum educator is in charge of activities and workshops related to the museum collection and its relationship with the history of the city and the community. He/she is also asked to design tailored visits and make the heritage accessible to all kind of audiences. As a result of that, the museum educator represents one of the most important professional profiles in a museum to guarantee the scientific accuracy of information, a constructive exchange between the museum and its audience, and a direct feedback on visitors' reactions. So this role connects the stories of museums and monuments with the knowledge and skills of visitors in a non-formal approach.

Title of profession in Italian: Responsabile dei Servizi educativi

Short description of what this means:

The manager of the education and visitor service is in charge of all programmes, activities and studies concerning the presentation of museum artefacts to current and prospective visitors. The manager of the education assists in drawing up an outreach policy for the museum and a programme of activities directed at all target audiences.

Title of profession in Italian: Guida museale

Short description of what this means:

The person accompanying groups (pupils and others) visiting a museum.

3. Additional comments & thoughts

One person is called 'Responsabile mediazione culturale' (in MUS.E/Musei Civici Fiorentini) and adds that the majority of the colleague have other titles like 'Responsabili/Referenti della didattica, del dipartimento educazione, dei servizi educativi etc'.

This is the summary, the individual input of the Italian contributions are also available in Appendix 4.

Country: Korea

Language: Korean
Input by Kiwon Yi

1. Words/terms you use in your language

Word 1 (in your own language - Korean): 문화정책

Word 1 (in English): cultural policy or cultural program

Short description:

Each museum has its own policy on advancing and distributing its own cultural expertise communitywide and nationwide for promoting understanding that transcends time and space.

Word 2 (in your own language - Korean): 문화활동

Word 2 (in English): cultural activities

Short description:

Each museum offers a wide variety of cultural activities such as events, performance, presentation, banquet, ceremonies, rituals, travel program and etc.

Word 3 (in your own language - Korean): 문화교육

Word 3 (in English): cultural education

Short description:

Museums are cultural institutions, and also educational institutions. They provide all kinds of educational programs that are related to culture in a broad sense

Word 4 (in your own language - Korean): 문화학습

Word 4 (in English): cultural learning

Short description:

Education and learning emphasize different aspects. Education emphasizes subject matters and learning, participants. Cultural learning allows participants to discover and make meanings positively.

2. Describing your profession

Title of profession in Korean: 교육사 (gyoyuksa)

Short description of what this means:

Educator

3. Additional comments & thoughts

None

Country: Lithuania

Language: Lithuanian

Input by Vaida Rakaityte, CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - Lithuanian): muziejų edukacija

Word 1 (in English): Museum education

Short description:

Very popular term in Lithuania, representing both education and/or learning, depending on the matter. It usually is understood in a wider definition as activity of the whole museum: exhibiting collections, planning and preparation exhibitions, publishing books and issues, creating-preparing and implementing educational programmes, systematic learning in the museum environment. But sometimes among museum professionals 'muziejų edukacija' is understood in a more narrow scope, only as educational programmes and projects.

Word 2a (in your own language - Lithuanian): edukacinė programa / muziejaus kontekstas

Word 2a (in English): educational programme / museum context

Short description:

A programme which follows the criteria of pedagogical and methodological principles in a non-formal education environment.

'Edukacinė programa' is a widely used term among museum professionals. Sometimes on websites you can find other terms like 'Edukacinis užsiėmimas', 'Edukacija' or 'Edukacijos' (plural) which mean the same as the defined term above.

Word 2b (in your own language - Lithuanian): Moksleivių mokymo programos / Mokinių ugdymo programos / Moksleivių lavinimo programos

Word 2b (in English): Educational programmes for schoolchildren

Short description:

These three words all refer to educational programmes for schools. There are slight differences in meaning: '**Moksleivių mokymo programos**' is sometimes understood as learning concept, whereas '**Moksleivių lavinimo programos**' might be understood in a more practical sense.

These Lithuanian words are the dominant ones used in the formal document of the *Lithuanian Law of Museums* and sometimes you find them in *Regulations* of specific Museums, but Lithuanian museum specialists nowadays rather use words '**edukacinė programa**' or '**edukacinis užsiėmimas**'.

Word 3 (in your own language - Lithuanian): Švietimo sekcija

Word 3 (in English): Education department

Short description:

'**Švietimo sekcija**' was founded in 1997 as one of the museum field branches of the *Lithuanian Museum Association*. At that time this term was the only one pure Lithuanian term, to express an educational concept. Formally, *Švietimo sekcija* still is used on the website of *Lithuanian Museum Association* till these days. But there is another interesting point: Education departments on the websites of specific Lithuanian museums tend to use the term 'Edukacijos skyrius', adopted from English, rather than 'Švietimo skyrius'. Nowadays there is no unanimous agreement in Lithuania among mentioned organisations. Recently, the English word '*Education*' (*Lithuanian translation: 'Edukacija'*) takes a stronger position to express educational terms in the museum context than the pure Lithuanian word '*Švietimas*', expressing the same thing.

2. Describing your profession

Title of profession in Lithuania: edukatorius/ė

Short description of what this means:

In Lithuania people working with educational programmes are called 'edukatorius/ė'.

3. Additional comments & thoughts

None

Country: Netherlands

Language: Dutch

Input by Frederike van Ouwkerk, CECA-National Correspondent, and Arja van Veldhuizen

1. Words/terms you use in your language

Word 1 (in your own language - Dutch): Museumeducatie

Word 1 (in English): museum education

Short description:

Overall term since the 1980s for museum education activities in a museum. Still the most common word, but many think it is outdated because it often is understood as limited to school groups, whereas Dutch museum educators spend over 50% of their time to NON-school visitors (individual visitors and non-school groups).

Linked word: museum education programmes, museum education department.

Word 2 (in your own language - Dutch): Publiek & presentatie

Word 2 (in English): public & presentation

Short description:

Several museum education offices changed their name into Public & Presentation. This reflects the change since the 1970s from a fringe activity focused mostly on school groups towards a department in the centre of the museum policy, responsible for all aspects of the visitors experience (in and outside the museum), and also involved in the exhibition teams.

Word 3 (in your own language - Dutch): publieksbereik

Word 3 (in English): reaching audiences

Short description:

'Publieksbereik' is often used in policy papers: museums want to reach audiences. It is getting close to the field of marketing. And museum educators (or whatever they are called today) are taking care of this.

There are discussions about the definition of targets for 'publieksbereik': is it raising the visitor numbers we are heading for, or more – like many museum educators want – being relevant for an as wide as possible audience (quality instead of quantity). Linked words are: events, outreach, special target groups, co-creation.

Word 4 (in your own language - Dutch): Publieksvriendelijk

Word 4 (in English): Audience oriented / public friendly

Short description:

This refers to accessibility, diversity, dialogue, interactivity, inclusion and a wide support for museums in society.

A related term is 'Lifelong learning', indicating the importance for museums to be relevant for people at different stages of their lives. Term is copied from UK and US.

2. Describing your profession

Title of profession in Dutch: museum educator

Short description of what this means:

Still the most common job title, but understood in a wide sense of someone building bridges between the museum and all types of audiences, by providing all kind of products and services used by visitors

before, during and after the visit and online by visitors and non-visitors. In several museums this person is not only responsible for interpretation in order to educate people, but also functions as 'audience advocate' in all fields of museum policy.

3. Additional comments & thoughts

Dutch museum educators always look at the developments in UK and US, study the publications from their universities and follow innovations in these countries carefully. Often you find key note speakers, literature and good practices from those countries, serving as inspiration source for the Dutch museums. To the contrary you hardly find examples from other countries, like Germany, Belgium or France or others.

Country: Norway

Language: Norwegian

Input by: Gunhild Aaby, Vest-Agder Museum

1. Words/terms you use in your language

Word 1 (in your own language - Norwegian): Formidling

Word 1 (in English): Education / Cultural interaction

Short description:

A broad spectrum of museum activities. Cultural interaction with an audience through educational programs, exhibitions, written and oral presentations etc.

Word 2 (in your own language - Norwegian): Museumspedagogikk

Word 2 (in English): Museum education / Museum pedagogy

Short description:

Related to the pedagogical part of the museum work – educating/teaching children of all ages and adapt the museum's stories, information and activities to different target groups.

Word 3 (in your own language - Norwegian): Kommunikasjon

Word 3 (in English): Communication

Short description:

The interaction between the museum and the audience

Word 4 (in your own language - Norwegian): Publikumstilbud

Word 4 (in English): Public programs

Short description:

All activities for the audience provided by the museum.

2. Describing your profession

Title of profession in Norwegian: Formidlingsleder

Short description of what this means:

Overall responsibility for education, exhibitions and activities in the museum

3. Additional comments & thoughts?

The term 'formidling' is difficult to translate into English, but it refers to a wide range of museum activities related to the museum's presentation to/interaction with the audience. There seems to have been a soft change from 'museumspedagogikk' to 'formidling' in Norway, too (like in Germany). Also 'communication' tends to be used more frequently instead of 'education', maybe to emphasize the interaction with the audience or the people around us, a kind of bridgebuilding culture, where the museums listen and interact instead of providing authoritative information.

Country: Portugal

Language: Portuguese

Input by Marió Antas, CECA-National Correspondent, based on workshop in Lisbon, 26. April 2018

1. Words/terms you use in your language

Word 1 (in your own language – Portuguese): Serviços educativos

Word 1 (in English): Educational services

Short description:

Mostly understood as guided tours and working for schools. But nowadays it is getting a wider interpretation. Not only for schools, but including all kind of cultural services, everything done in the museum for a better understanding of the museum.

Word 2 (in your own language - Portuguese): Educação

Word 2 (in English): Education

Short description: this concept is bigger than educational services including the phases of educational projects and activities programmes.

Word 3 (in your own language - Portuguese): Mediação educativa

Word 3 (in English): Educational mediation

Short description:

Based on the educational process, with more focus on the relationship between mediator and visitors.

Word 4 (in your own language - Portuguese): Atividades

Word 4 (in English): Activities

Short description:

Some museums only refer to activities. Educational, cultural or playful activities for different types of visitors. We can find activities focused on kids, on families and other groups as well as visitors with special needs.

2. Describing your profession

Title of profession in Portuguese:

In English: Educator, Educational mediator, museum guide

Short description of what this means:

Senior Educator / Educator: is the person who thinks about the educative project and activities plan. This person is also a mediator. He/she is responsible for evaluation of the activities and for adapting or creating new activities to establish a link between the museum collections and the educational goals. Educational mediator / museum guide is the person who guarantees the educational activities. Generally this person is guiding visits, promoting workshops and other educational activities.

3. Additional comments & thoughts

The Portuguese language is very rich. We have several words that we can use in museum education. For instance, acessibilidade (accessibility) to define activities connected with physical and intellectual accessibility.

We have several words to define similar activities such as oficina, workshop or atelier

Oficina are activities that required more participation of the visitors such as building something. They always have a pedagogical goal.

Workshop and ateliers are synonymous and define one type of activities based on visitor experience and on learning by doing. This could have a pedagogical goal or only for being playful.

Country: Spain

Language: Spanish

Input by Lola Alvarez, CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - Spanish): Educación

Word 1 (in English): Museum education

Short description:

Education is one of the aspects for the museum to develop. Usually it is considered as the Educational Programme, which is presented each year targeted to the different levels of educational community, sometimes including teacher training. It contains also the development of projects focused in diverse group of audiences such as families, adults, and other. Traditionally, Education has been often understood as working with children and has been associated to a transmission methodology, that is why nowadays some museums use words as 'learning', to show a more open and participatory vision of the educational role. However, Education is the term most commonly used to name the corresponding department, also because of its international use.

Word 2 (in your own language - Spanish): Mediación

Word 2 (in English): Mediation

Short description:

Mediation is used instead of Education mainly in museums and centres of contemporary art. The idea of using Mediation is to go beyond the traditional concept of Education showing a dialogic, multi and trans cultural approach in accordance with the spirit of the typology of museum as contemporary art centre. The term was used originally in the Francophile area and German museums (*Kunsthalle*) and its use is increasing in the last years, spreading out to other museum typologies.

Word 3 (in your own language - Spanish): Difusión

Word 3 (in English): Diffusion

Short description:

Diffusion is used as dissemination of information and sometimes as communication. This was the main, and almost only, term used to name the different roles of the museum in its relationship with the audiences until the last decade of the 20th century, when little by little other terms like Education or Cultural Action were introduced, in agreement with CECA denomination. Although its use is not very extended today among professionals, Diffusion and Communication still go together in the same museum program in the national law that regulates museums and in the official guidelines for planning museums. Diffusion includes education, media communication, exhibitions, public activities, and other roles and actions for the audiences.

Word 4 (in your own language - Spanish): Programas públicos

Word 4 (in English): Public programmes

Short description:

Public programmes is used in the last years in museums with an important educational development and large activities. There is a trend to specialization and they separate one educational programme focused in the relationship with the levels of formal education, teachers and students, from other programmes developed to diverse audiences, collectives or specialised public as families, young, adults, children, special needs groups, and so on.

2. Describing your profession

Title of profession in Spanish: Educador/a de museo. Mediador/a cultural.

Short description of what this means:

In diverse levels of responsibility: planning and implementing the educational programme at the museum. This conveys development of projects and activities for, and with, diverse audience and publics. It also includes the production of educational materials in varied formats as paper or digital, published online and documentation and evaluation of activities. An important part of the educational activity is made face to face with the audiences.

3. Additional comments & thoughts

Education and public programmes are often in one department in the museum, but this may be different for each museum. There is diversity in approaches to the educative role of the museum and the type of activities carried out, variety in the level of development, composition and number of professionals in charge of education. This makes it difficult to generalize. However, education is now more than ever present in the Spanish museums.

One of the current challenges is to improve the professionalization of the sector because a minimum percentage of the workers are staff and most of them suffer job insecurity and are in an underrated position. This may be a result of considering educative practice as an external service usually subcontracted to services companies, which are not necessarily specialised in education. It is important to go over the educational service conception and integrate education in museums in a more effective way. In addition, the profession is mainly carry out by women.

See [ICOM Education 28](#), p. 49-68.

Country: United Kingdom

Language: English

Input by Jenny Wedgbury, CECA-National Correspondent

1. Words/terms you use in your language

Word 1 (in your own language - English): Learning

Word 1 (in English): Learning

Short description:

The word 'Learning' has largely replaced the word 'Education' in recently. The word 'Learning' is an active, collaborative word, it indicates that that the visitor/user is the owner of his/her own learning. Museums often have a Learning Team/ Department and Learning Officers or Facilitators who deliver and plan activities for all ages and communities. The Learning Department's aim is to facilitate access to the museums' collections and stories through public activities such as workshops, sessions, talks, lectures and festivals.

Word 2 (in your own language - English): Education

Word 2 (in English): Education

Short description:

Museum Education is also a common word used to describe learning in museums. It is a more traditional way of describing learning and can have connotations of a more formal approach, due to its connections with education in schools, colleges and universities. There seems to have been a shift from using the word 'Education' to 'Learning' from the early 2000's. It can be seen that 'Education' is about transmitting knowledge or information, putting the visitor/user in more a passive role.

Word 3 (in your own language - English): Community Outreach and Engagement

Word 3 (in English): Community Outreach and Engagement

Short description:

Community Outreach and Engagement can be described as the process of reaching out to, engaging and collaborating with diverse communities connected or not to the museum. These could be local, regional or national communities defined by location, faith, ethnicity, sexuality, politics or subject interest. The aim of Community Outreach and Engagement is often to find ways to make museums more welcoming, more diverse and the make collections relevant, useful and inspiring to people by getting new perspectives and hearing from voices. It is a two-way process and the best examples are where it is truly collaborative and mutually beneficial for the community and the museum.

Word 4 (in your own language - English): Public Programme

Word 4 (in English): Public Programme

Short description:

Activity in or linked to the museum on certain days/hours. Visitors can come and join this programme. The public programme can contain different types of activities like guided tours, theatre performances, concerts, hands-on sessions, art workshops, talks, festivals and Lates (late night evenings, openings and special events after-hours).

2. Describing your profession

Title of profession in English: Museum Learning Officer

Short description of what this means:

Probably the most common job title for those devising and delivering learning activities in museums for children, families, schools and adults is 'Museum Learning Officer'.

There are however lots of other variations of this title, using words that describe the practice of organising, facilitating or producing access to culture and heritage, like:

Learning Coordinator/ Facilitator – organising and administrating activities for
Learning Producer – creating content, producing events, programmes or festivals

There is also a large community of Museum Learning Freelancers and Artist Educators, Storytellers, Musicians who deliver learning activities in museums.

3. Additional comments & thoughts

In terms of CECA and its name, the definition of 'Cultural Action' in UK museums is a difficult concept to define. Whereas we might not use the term 'Cultural Action' directly, there is a big debate in the UK about the social role of museums and how museums can be 'useful' to their audiences, communities and the society we live in. Current trends in Museum Learning in the UK include, the Health and Wellbeing agenda and how museums can contribute to this working with people with mental health issues, dementia and older people in society for example.

There has also recently been a trend in the emergence of grass roots networks being set up by museum learning professionals and other museum colleagues to address specific issues, advocate for change or support each other.

This is the summary, a more extended version is available in Appendix 5.

Country: United States of America

Language: English
Input by Elsa Bailey

1. Words/terms you use in your language

Word 1 (in your own language - English): Education; Museum Education; Informal Education

Word 1 (in English): Education; Museum Education; Informal Education

Short description:

'Education' is at the heart of everything most museums pursue. The word 'education' is found in most US museum's current mission statements. In terms of vocabulary used, educators working within the field of US museums, often refer to their work as 'museum education' and 'informal education' work. However, in the US, the term 'informal education' is not in common use and/or understood by the general public, it is mostly an internal term used within the field of education to distinguish the education work done in places such as museums and other 'out of school' education organisations (such as after-school projects, educational media, and university outreach initiatives).

The educational activities that take place in US museums vary in their look and approach. Some are more visitor driven, such as visitors' *independent exploration* of the collections, and exhibitions. This kind of learning experience is often categorised as 'informal learning' or 'free choice' learning. Other educational activities are more structured such as *Programs*. Museum education programs include activities such as professional development workshops for teachers, programs for visiting school groups (known as school fieldtrips), outreach programs to schools and other places, museum theatre/performances, current event forums, lectures, gallery tours, demonstrations, facilitated interactives wheeled around the galleries, programs that involve interactions with working scientists, and facilitated discussions that encourage audience perspectives, reactions and reflections. Some programs can be fairly structured learning situations, and therefore may appear to the observer more like formal education programs in schools. Museum programs are generally designed, developed and implemented by museum education staff.

Word 2 (in your own language - English): Informal learning experience

Word 2 (in English): Informal learning experience

Short description:

Informal learning experiences are visitor driven and may look more like what we would describe as 'play' (especially in science centres or around interactive exhibits). The term 'free choice learning' is also sometimes used to describe this kind of learning process.

Museum educators often also play a part in these 'informal' experiences. Museum education staff may help support independent exploration in several ways including encouraging visitor engagement with exhibits, provide interpretation, answer questions and help channel visitor concept development (learning) through deliberate dialogue that helps to frame visitors' thinking.

Some museums include museum educators in the exhibit development process and thus take advantage of their expertise in how visitors learn in during informal, self-driven experiences. When working with exhibit developers, they help exhibit designers configure the exhibit to best encourage, allow for and support independent learning.

Word 3 (in your own language - English): Interpretation

Word 3 (in English): Interpretation

Short description:

This is a term that is used in many kinds of museums, but mostly in art and history museums. The goal is to make the objects and ideas more accessible to non-experts. *Interpretation* is designed to facilitate the public's understanding of the collection, historic stories, and cultural practices. Interpretation

activities provide a kind of translation from 'curator speak' to more normal everyday language. Interpretation can be delivered/conducted in many ways including through printed labels, audio (headphones, sound shower, speakers etc.), video media, touch screens, use of devices such as mobile phones and through trained individuals with titles such as 'docent' or 'explainer'.

Word 4 (in your own language - English): Visitor engagement

Word 4 (in English): Visitor engagement

Short description:

Visitor engagement is a very important goal for museum educators. Visitor engagement is about attracting and motivating visitors' focus with an exhibition, object, component, demonstration, interactive and/or a program. It has to do with many things including capturing peoples' attention, excitement, energy and time spent in the informal setting, programmatic activity and exhibit interaction. It also includes stimulation of visitors' post visit reflection, discussion, actions, attitudes, empathy, sparked interests, curiosity, further research, and making/seeing connections to their lives and the lives, worlds and cultures of other individuals.

2. Describing your profession

Title of profession in English: Museum Educator / Docent / Explainer

Short description of what this means:

Educator refers mostly to staff members responsible for the education and learning activities. They develop, teach, provide or collaborate on programs and facilitate (both formal and informal) learning.

There are many names/titles for those who work on the gallery floor (or around the informal education venue) to help engage visitors and help facilitate their interaction with the exhibits.

Museum educator titles may differ according to the groups with whom they work or specialise. These titles and terms vary across the museum world. For example, a museum educator who works with school teachers may be known as a Teacher Educator or Professional Development Educator. A museum educator who works with visiting school groups may be known as a Field Trip Manager or Field Trip Coordinator. In the art and history museum worlds, many people volunteer to work in these museums. These volunteers are often given the title of Docent. In the science centre world, both staff members and volunteers (sometimes teen-agers), are trained to be Explainers for the exhibits.

3. Additional comments & thoughts?

Historically, US museums were places for collections of things, generally cultural objects or even oddities. Preservation of these collections was the critical activity and goal. But because museums are public venues, not warehouses, ideas and methods about how to share these cultural and scientific knowledge associated with these collections, began to emerge. Early on in US museums, offices of education departments were housed in the building's basement – a testimony to its low status in the organisation. However, overtime, education has 'moved upstairs.' And yet, there is still a range of attitudes across US museums as to the importance and influence of education in their organisations.

The term 'Cultural Action' is not at all understood clearly in the US. It is generally necessary to give a clarifying explanation about what the name of our CECA committee means. Just stating the words articulating what each letter stand for, does not generate full comprehension. The word *Education* is comprehended, but *Cultural Action* is not comprehended. And as far as our committee's focus on Evaluation, that isn't at all obvious from the title.

Appendices

1. Form for making contributions to this vocabulary
2. More about the vocabulary in Canada (FRENCH)
3. More about the vocabulary in Ireland
4. More about the vocabulary in Italy
5. More about the vocabulary in United Kingdom

Appendix 1 – Form for making contributions to this vocabulary

Please use this form if you want to propose a page for your country. Copy this page, fill it in and send it to arijavanveldhuizen@gmail.com. If you want to comment or suggest changes for the present vocabulary you may contact her too. Thanks for your help!!

Country: XXX [fill in your country]

Language: XXX [your language]

Input by XXX [your name(s)]

1. Words/terms you use in your language

Word 1 (in your own language - XXX):

Word 1 (in English):

Short description:

Word 2 (in your own language - XXX):

Word 2 (in English):

Short description:

Word 3 (in your own language - XXX):

Word 3 (in English):

Short description:

Word 4 (in your own language - XXX):

Word 4 (in English):

Short description:

2. Describing your profession

Title of profession in XXX [fill in your own language]:

Short description of what this means:

3. Additional comments & thoughts?

[for example about certain influences by historic development of your country, influence by neighbour countries, academic influence from certain foreign universities/cultural areas etc. You can also leave this empty, it is extra.]

Appendix 2 - More about the vocabulary in Canada (FRE)

Four more words used in French speaking Canada:

In the text above (page 10) the four most common words are listed. Here are the words that ended in position 5-8:

Word 5 (in your own language -French): Action culturelle

Word 5 (in English): Cultural action

Short description:

Actions permettant de favoriser et de démocratiser l'accessibilité de la culture et des Musées.

Actions to promote and democratize the accessibility of culture and museums.

Word 6 (in your own language -French): Action éducative

Word 6 (in English): Educational action

Short description:

Actions permettant de favoriser et de démocratiser l'apprentissage non formel et pédagogique de tous les publics (scolaires, adultes et familles) dans le milieu de la culture et des musées.

Actions to promote and democratize informal and pedagogical learning for all publics (schools, adults and families) in the context of culture and museums.

Word 7 (in your own language -French): Programme éducatif

Word 7 (in English): Education program

Short description:

Ensemble d'activités et de visites axées vers l'apprentissage des différents publics. Ceux-ci sont principalement adaptés aux différents niveaux scolaires en lien avec les curriculums scolaires et présentés dans le milieu de la culture et des musées.

Set of activities and visits focused on learning for different publics. These are mainly adapted to the different school levels in connection with school curricula and presented in the context of culture and museums.

Word 8 (in your own language -French): Démocratie culturelle

Word 8 (in English): Cultural democracy

Short description:

Permet à tous les citoyens de participer à la vie culturelle, en prenant en compte leurs points de vue, leurs connaissances et leurs savoirs. Échanges bilatéraux entre le Musée et ses publics.

Allows all citizens to participate to the cultural life, taking into account their views, and diverse knowledge.

Bilateral exchanges between the Museum and its publics.

Appendix 3 - More about the vocabulary in Ireland

Input from Ireland for the CECA Museum Education Practitioner's Vocabulary

- Country: Ireland
- Language: English
- CECA-National Correspondent: Dr Marie Bourke
- 9 May 2018

Brief

For the 2018 annual conference in Tbilisi CECA wishes to go deeper into the meaning of education and cultural action by exploring a range of words used everyday in museum practice. As the same words have different meanings in each country it is easy to get stuck in endless semantic discussions. Yet the way words are used explains how we think and work, reflecting how museum education is practiced. Therefore, CECA asks for help to compose a list of the main words used to describe museum education work.

Task

Provide 4 words/terms used in Ireland to describe education / cultural action / learning / education activities / programs etc. and a description of the profession.

5/8 institutions responded (one representing 4 branches of one museum) /and 7 people to the CECA call for submissions – the results give a good cross-section of what practitioner's think. Under each number the various words have been listed and, as a guideline, I used my own words and description as the starting point– however, all the submissions are equally valid, important and relevant, and they are all listed at the end of this brief survey.

RESULTS:

Word 1 - Access to learning

We create programmes, resources and services that provide physical, intellectual and emotional access to ways of learning about the collections that differ from person to person.

Other words:

- Engage
- Teaching and Learning
- Free Drop-In Workshop
- Mediation

Word 2 - Engagement

Public engagement is how our museums and cultural heritage institutions share their collections and activities onsite, offsite and online through interacting with and responding to our audiences.

Other words:

- Access
- learning • Interdisciplinary
- Learn and Explore Programme
- Diversity
- Public engagement onsite, offsite and online

Word 3 - Creativity

we encourage audiences to be innovative, imaginative and gain enjoyment from the process as they participate in and devise programs that reflect their own creativity.

Other words:

- Create
- Creative
- Student Centred
- Art Workshop
- Creative and innovative learning

Word 4 – Inclusivity-Diversity

We create a wide-range of culturally diverse programmes for all abilities and ages, so the museum can welcome and engage audiences that reflects the reality of our society.

Other words:

- Inspire
- Diversity
- Curricular and extra-curricular
- Facilitator
- Discovery

Profession – Museum Educator

Depends on the seniority of the post. Working in museum education means developing the policy and concepts for the collections-based public engagement services and programmes onsite, offsite, online. It potentially involves managing budgets, programme evaluation, staff and training. This work usually includes research / writing / lecturing and representing the organisation at conferences/events nationally and internationally.

Other words:

- Education Officer
- Head of Education
- Teacher
- Education and Communications Officer
- Learn and Explore Team:
- Curator, Learn and Explore Programme Manager
- Programme Co-Ordinator, Learn and Explore Programme
- Facilitator

Input per person

Sinead Rice, National Gallery of Ireland

1. **engage**
2. **access**
3. **create**
4. **inspire**

Profession - Head of Education

As Head of Education at the National gallery of Ireland I manage the Education team, all related programmes, and lead departmental research, evaluation and development. I inform content across all audience groups and I am responsible for evolving existing public programming, tailored programming for temporary exhibitions, and the strategic development of the department. In addition to creating content I support the creative endeavours of the team and draw on their expertise. My own particular interest lies in innovative education and curatorial practices, audience development and collaborative programming. A focus within my role is connecting the Gallery's historic collection and exhibitions to contemporary research and practice in the arts and related fields. Through my work I challenge myself, my team and our colleagues to fulfil our creative potential wherever possible.

Joanne Drum, National Gallery of Ireland

1. Engage

Public engagement is how museums and cultural heritage institutions share their collections and activities onsite, offsite and online through interacting and engaging with the public

2. Learning

Learning is challenging to know and understand as it is both a verb and noun, a process and a product, changing and developing every day in our galleries

3. Diversity

Cultural diversity involves embracing a multicultural and diverse approach to the public and the programmes through our museums and cultural institutions.

4. Creative

Public engagement enables people to participate in and create programs that reflect their own creativity and helps them to further engage with the collection and mission of the institution

Profession - Education Officer

Research, devise, implement and evaluate programmes for all audiences to facilitate further exploration of and engagement with the collection.

Helene O'Keefe, Heritage Council, Co Kilkenny

1. Teaching and Learning

The phrase encompasses everything that happens in the classroom and is central to planning in any educational context. Because one cannot happen without the other, the teacher will formulate a lesson around delivery of information (or skills-based instruction) and also assessment for learning.

2. Student Centred

This is also a term that is being used more frequently by educationalists in Ireland. There has been a strong movement away from didactic teaching and towards fostering enquiry-based learning and the acquisition of transferable skills.

3. Interdisciplinary

Teachers in Ireland are increasingly working together across disciplines to deliver more holistic educational experience for learners. This is particularly true of the humanities subjects, which both complement and challenge each other.

4. Curricular and extra-curricular

Teaching and learning that happens within the school day is described as 'curricular' - in other words, within the curriculum. Any educational activity that happens outside school hours is described as 'extra-curricular'. Irish teachers will integrate school trips into their planning. These might include a trip to a museum or a play. In many cases, however, students will engage in culturally-focused educational activity outside of school.

Profession - Teacher

A teacher is, quite simply, the professional who delivers the educational curricula in Irish primary and post primary schools.

Profession: Education and Communications Officer

Following teaching I subsequently worked in a third level educational context as a researcher and programme designer. Since 2017 I have been the Education & Communications Officer with the Heritage Council. This involves managing the educational strategy of the Heritage Council which includes overseeing the development of the Heritage in Schools Programme.

Anne Boddaert, Crawford Art Gallery, Cork

1. Free Drop in Workshop

A public event where people can use art materials to explore/discover art-making techniques/themes within a supportive space led by a gallery facilitator.

2. Learn and explore programme

Umbrella term for the events that the gallery curates to create meaningful opportunities for diverse audiences to engage with exhibitions/art discourse/the physical building.

3. Art Workshop

Artist-led sessions where participants are guided in responding directly to art themes and processes using art materials. These sessions are structured and focussed with limited number of participants.

4. Facilitator

An often highly skilled person/a guiding presence within the gallery context + outreach / whose job is to support meaningful creative encounters for diverse audiences.

Profession - Learn and Explore Team – Crawford Art Gallery

Curator/Learn and Explore Programme Manager

Curates exhibitions and manages the overall development of all Learn and Explore public engagement programmes, oversees the research and development of gallery tours, talks, workshops, events and outreach.

Programme Co-Ordinator, Learn and Explore Programme

Works with the curator, artists and gallery facilitators to research/devise and develop high quality, accessible gallery tours, talks, workshops, events and outreach sessions. This role involves the practical management of the programme while consistently seeking to build links with schools, community groups/ partners, diverse audiences.

Facilitator

This person's role is to provide a guiding presence within the gallery context + outreach/ and to support meaningful, high quality creative encounters for diverse audiences. The facilitator works with the curator and co-ordinator to structure high quality art encounters.

Lorraine Comer, Head of Education, National Museum of Ireland

(the National Museum has 4 sites in Ireland: 3 sites in Dublin and 1 in Castlebar, Co Mayo: Archaeology Kildare Street, Natural History Merrion Street, Decorative Arts and History Collins Barracks, and the Museum of Country Life in Castlebar.

1. Mediation

The role of the Education Department is to provide a range of people with innovative opportunities to engage with the collections in meaningful ways. Museum educators act as mediators between the collections and the expertise surrounding them, and the public.

2. Diversity

This word reflects the variety and breadth of audiences we work with in museum education and the range of programmes, resources and services we design, develop, deliver and evaluate to meet the needs of diverse audiences in the lifelong learning continuum.

3. Access

As key audience advocates museum educators play a key role in ensuring that learning programmes, services and resources are physically, intellectually, emotionally, geographically accessible to diverse publics and we advocate to reduce access barriers so that we can be as inclusive as possible

4. Discovery

It's a journey of discovery into the past to enlighten the present. Museums are social spaces where different perspectives and issues can be explored, myths challenged, empathy fostered and relationships established.

Profession - Head of Education

I lead a team of staff in the Education Department where I have responsibility for learning across a range of areas in our four Museum sites. Key areas of work include policy development, brokering strategic partnerships, people management and training, co-ordination of programmes and services and building an infrastructure to sustain quality and innovative public services. I also act as an advocate for education and learning in the National Museum of Ireland and in the wider cultural heritage sector.

Carla Marrinan Funder, Chief Executive Officer, National Print Museum

1. Engagement

2. Creative and innovative learning

3. Public engagement onsite, offsite and online

4. inclusive

Profession - Education Officer

The Education Department of the National Print Museum preserves, protects and increases awareness of the unique collection and associated provisions at the Museum. It is committed to providing a wide range of socially inclusive opportunities for the lifelong discovery and enjoyment of Ireland's printing heritage.

Marie Bourke

Former Keeper and Head of Education, and recent curator of The Burton Exhibition (2017-18) at the National Gallery of Ireland. Former Adjunct Professor in University College Dublin. Currently a member of the Board of the Heritage Council, and Assessor on the Museums Standards Programme Ireland.

1. Access to learning

We create programmes, resources and services that provide physical, intellectual and emotional access to ways of learning about the collections that differ from person to person.

2. Creativity

We encourage audiences to be innovative, imaginative and gain enjoyment from the process as they participate in and devise programs that reflect their own creativity.

3. Engagement

Public engagement is how our museums and cultural heritage institutions share their collections and activities onsite, offsite and online through interacting with and responding to our audiences

4. Inclusivity-Diversity

We devise a wide-range of culturally diverse programmes for all abilities and ages so the museum can welcome and engage audiences that reflect the reality of our society

Profession: Museum Educator – this depends on the seniority of the post

Working in museum education means developing the policy and concepts for the collections-based public engagement services and programmes onsite, offsite, online. It potentially involves managing budgets, programme evaluation, staff and training. This work usually includes research / writing / lecturing and representing the organisation at conferences/events nationally and internationally.

Appendix 4 - More about the vocabulary in Italy

Words/terms to describe education / cultural action / learning / education activities / programs etc. – WORDS 1 & 2				
Name	WORD 1	description	WORD 2	description
MARTA BRUNELLI	<i>DIDATTICA MUSEALE</i>	Is to be meant as a special branch, which considers the museum object as the fulcrum of all the knowledge-transmission processes taking place in the museum, and addressing many audiences, from school visitors to adult visitors.	EDUCAZIONE AL PATRIMONIO	Didattica museale is to be meant as a special branch, which considers the museum object as the fulcrum of all the knowledge-transmission processes taking place in the museum, and addressing many audiences, from school visitors to adult visitors.
MARIO CALIDONI	<i>EDUCAZIONE/ FORMAZIONE</i>	Le système d'actions du musée pour faire connaître le musée soi-même (education pour le musée) et pour enseigner avec le musée (education avec le musée).	DIDATTICA MUSEALE	Les méthodes et les instruments que le musée adopte pour la communication, l'interprétation et le sens narratif des collections et du milieu de musée.
FRANCESCA CAMBIELLI	<i>EDUCAZIONE</i>	Education, to educate, or 'bring out'. The word makes the idea that both the subject who educates and the subject who is educated already have their own mental map available to draw on to critically interpret new experiences and transform them into a new cognitive and experiential baggage.	APPRENDIMENTO	A constant intellectual and practice activity, which affects every sphere of human action, without limits and which human beings cannot do without.
LUCIA CECIO	<i>SERVIZI EDUCATIVI</i>	Description of the education and visitor service.	EDUCARE/ EDUCAZIONE AL PATRIMONIO	Education is the development of the abilities of the mind (learning to know). The word is derived from the Latin <i>ēducātiō</i> (a bringing up) which is related to the homonym <i>ēducō</i> ('I lead forth, I take out; I raise up). So, using art/ heritage to know art, history, math, actuality, us: education through art.
MARILENA CRISCUOLO	<i>INTERDISCIPLINARIETÀ</i>	Is to create a system of connections between themes that can contribute to defining the socio-economic-political-cultural context in which the work of art or the monument is inserted.	<i>DIALOGO</i>	Means to address and receive information in a constructive exchange that can lead to a better understanding of the work of art.
CLAUDIA FREDELLA	<i>EDUCAZIONE AL PATRIMONIO CULTURALE</i>	Heritage education: all the activities held on in the museum with an educational aim.	<i>DIDATTICA MUSEALE</i>	Methodologies and tools used by the educator to design and develop the activities.

CHIARA LACHI	<i>DIDATTICA MUSEALE</i>	It's an old and outdated definition, in my opinion, but it's still the most used way to describe and define a museum educating action.	ESPERIENZA	It underlines the fact that the museum is the ideal place in which we can activate an informal learning process, based on life skills and emotions.
LETIZIA LIZZA	<i>VISITA GUIDATA</i>	Guided tour based on a traditional lecture-model teacher centred, in which the museum educator conveys information on one-way transmission with minimal input from the visitor.	VISITA INTERATTIVA	Visitor-oriented activity during which participants have an interactive approach with the objects displayed in the gallery. The constant feedback managed through a process of inquiry allows the museum educator to adapt the educational experience in a flexible way.
SILVIA MASCHERONI	<i>EDUCAZIONE AL PATRIMONIO CULTURALE</i>	Museum education: different activities and projects that the museums promote to build relationship between their heritage and all members of the public.	DIDATTICA MUSEALE	Methodologies and tools used by the Learning Department to design and develop various different activities and projects.
OLIMPIA NIGLIO	<i>FORMAZIONE</i>	Conjunto de habilidades específicas de la capacitación de personas que trabajan en la educación y en la protección del Patrimonio Cultural (tangibile e intangible).	VALOR CULTURAL	Entidad propia de un bien que pertenece a la comunidad y que refleja los ideales que consti-tuyen el fundamento de la memoria y de la identidad de un país.
VALERIA PICA	<i>EDUCAZIONE AL PATRIMONIO CULTURALE</i>	The concept of cultural heritage is more and more sensitive rather than museum education stressing the complexity and close relationship between museums and their communities.	ATTIVITÀ LUDIFORMI	Enjoyment is crucial in all forms of education and playful-shaped activities can provide a large set of input able to engage all kind of audience.
PAOLA RAMPOLDI	<i>FORMAZIONE</i>	With this word I mean that museums are learning places where both museum staff and visitors are involved in.	<i>MEDIAZIONE</i>	It is the ability to create connections between the museum (his heritage and his history) and visitors (their lives and their interests).
ELEONORA SANDRELLI	<i>PATRIMONIO</i>	<i>Patrimonio</i> for us means Cultural Heritage, in general or more specifically connected with the idea of archaeological and historical remains.	<i>INTERCULTURA</i>	We try to present our cultural heritage in terms of intercultural dialogue to promote democracy and cultural relationships.

GIULIA SEMENZIN	<i>ATTIVITÀ DIDATTICA</i>	Terme utilisée pour parler de n'importe quelle forme d'offre éducative (visite guidée pour adultes, visite interactive ou avec un livret d'aide à la visite pour écoles ou familles avec enfants, ateliers enfants et adultes, visites avec méthodologie CLIL ou pour publics spéciaux) proposée par le département éducatif.	<i>ESIGENZE SPECIALI/ INCLUSIONE</i>	Donner la possibilité de visiter le musée (seul ou avec un groupe organisée, en visite guidée ou libre) aux personnes qui ont des handicaps physiques (moteurs, visuel, auditifs...) ou cognitifs grâce à visites dans des journées dédiées, visites adaptés, accompagnement avec des opérateurs spécialisés, dispositifs d'aide à la visite.
VALENTINA ZUCCHI	<i>MEDIAZIONE</i>	C'est à mon avis le mot le plus correct pour indiquer la relation entre les musées et les publics. En Italie le mot existe surtout dans le domaine social (indiquant la médiation linguistique entre étranger et pays) et il n'est pas utilisé dans le secteur des musées.	<i>DIDATTICA</i>	C'est un mot qui est très souvent utilisé pour indiquer les actions entre musée et visiteur. Il souligne le rôle de l'enseignement, valorisant l'action éducative du musée mais en oubliant les autres aspects, autant important. Personnellement je n'aime pas du tout l'expression « Sezione didattica », qui implique l'existence d'un espace à-part pour enseigner : le musée tout entier, en lui-même, est un extraordinaire dispositif culturel et éducatif.

Words/terms to describe education / cultural action / learning / education activities / programs etc. – WORDS 3 & 4

Name	WORD 3	description	WORD 4	description
MARTA BRUNELLI	<i>INTERPRETAZIONE DEL PATRIMONIO</i>	In a broad sense, I intend it as 'the mediation between the museum public and what the museum gives its public to see' (Desvallées-Mairesse). In a strict sense, and in a more technical meaning, I intend Heritage Interpretation as a system of philosophy, objectives, managing strategies and communicational methodologies.		
MARIO CALIDONI	<i>ANIMAZIONE AL MUSEO</i>	Toutes les activités que, dans le projet di musée concernent l'entertainment, les jeux éducatif, lá visite/ le récit, etc.	<i>PROGRAMMA EDUCATIVO DEL MUSEO</i>	Project organic du musée qui previe activités particulières pour les differenti publics pour l'école du moment du project jusqu'au la réalisation.
FRANCESCA CAMBIELLI	<i>ATTIVITÀ</i>	All those activities designed to develop or enrich learning, to stimulate reflections and personal and collective ideas.	<i>PROGETTO EDUCATIVO</i>	An action plan with a calibrated programm to achieve a specific educational goal.
LUCIA CECIO	<i>MEDIAZIONE</i>	Form a link between heritage and visitors.	<i>INTERPRETAZIONE</i>	'Heritage interpretation is an educational activity which aims to reveal meanings and relationships through the use of original objects, by firsthand experience, and by illustrative media, rather than simply to communicate factual information.' [cit.Freeman Tilden]
MARILENA CRISCUOLO	<i>OSSERVARE</i>	Means carefully looking at works of art in order to fully understand the different meanings they hide.	<i>APPROPRIAZIONE</i>	Means to understand the work of art to make it become part of one's personal heritage.
CLAUDIA FREDELLA	<i>MEDIAZIONE</i>	All the activities and tolls that facilitate the dialogue with the museum and the quality of learning processes of the visitors.	<i>FORMAZIONE</i>	Training related both to the training of the museum staff and to the training opportunities that the museum can give to the publics.
CHIARA LACHI	<i>RELAZIONE</i>	It underlines the various connections within an educational activity in the museum: relationship between the individual and the artwork, relationship between the participants of the group, relationship with the place and the space.	<i>PARTECIPAZIONE</i>	It underlines the active role that is attributed to the visitor within the educational actions proposed by the museum.

LETIZIA LIZZA	<i>LABORATORI</i>	Experimental workshops and hands-on activities during which participants play an active role and reproduce objects with the same materials and techniques of the past involving physical perception. The structured learning path is laid out step by step from simple activity into more complex task, in order to develop knowledge, understanding and awareness of cultural heritage. Goals, outcomes and output are specifically defined.	<i>PERCORSO EDUCATIVO</i>	Through an active learning pathway the visitor understands and learns how to analyze a specific topic or event from different points of view. An effective education process delivers learning, provides a useful support for the development of key competencies and interdisciplinary skills such as critical and visual thinking, problem solving, communication, listening and sociality.
SILVIA MASCHERONI	<i>MEDIAZIONE</i>	All the activities, tools and languages that 'translate' the knowledge of the heritage for all the audiences.	<i>INTERPRETAZIONE</i>	Interpretation: the co-construction made up of the different perspectives of individuals that enrich the content of the heritage.
OLIMPIA NIGLIO	<i>RECICLAJE</i>	Reuso compatible, reutilización de elementos materiales que tienen un valor cultural para la comunidad y que permiten de seguir valorando el pasado.	<i>ISTANCIA CULTURAL</i>	Acto ético que mueve y justifica las actividades humanas y puede ser analizado sobre la base de las consideraciones históricas que la han producido, pero no solicita referencias teóricas justificativas.
VALERIA PICA	<i>COINVOLGIMENTO</i>	Engagement is the key to start a dialogue-based approach with audiences. It helps mutual understanding and improves the sense of belonging.	<i>CITTADINANZA ATTIVA</i>	Museum activities are also important to begin a long process of active citizenship where persons are directly involved in heritage protection and promotion.
PAOLA RAMPOLDI	<i>PROGETTUALITÀ</i>	Education activities need to be designed. This is a core activity for cultural action and programs.	<i>PROMUOVERE</i>	Museum programs promote personal development and contribute to increase the heritage value through activities that engage visitors.
ELEONORA SANDRELLI	<i>RADICI</i>	<i>Radici</i> means roots: only knowing our roots we can define our future.	<i>ACCESSIBILITÀ</i>	<i>Accessibilità</i> means accessibility, in terms of trying to find ways for physical and intellectual possibilities to understand our cultural heritage.
GIULIA SEMENZIN	<i>OPERATORE DIDATTICO/ OPERATORE MUSEALE</i>	C'est la personne qui gère l'activité éducative (guide conférencier ou personne qui collabore en libre profession avec le musée). On n'a pas des diplômes officiels pour qui travaille en interne.	<i>MEDIAZIONE CULTURALE</i>	Terme pas partagé. Selon certaines définitions c'est un médiateur linguistique qui doit traduire les contenus dans la langue du visiteur (utilisée surtout pour les immigrants). C'est aussi l'action (délégué la plupart des fois aux étudiants) d'échanger avec le visiteur pour le mettre en dialogue avec les œuvres d'art (surtout contemporaine).

VALENTINA ZUCCHI	<i>CREATIVITÀ</i>	Très souvent les programmes culturels adressés aux enfants, aux écoles et aux jeunes contiennent le mot « créatif/créativité ». Le mot est à mon avis trop souvent utilisé et mal interprété, en banalisant sa signification plus profonde et véridique.		
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Description of your function? For example: educator / facilitator / communicator / or?		
Name	Function	Description
MARTA BRUNELLI	<i>DOCENTE UNIVERSITARIO</i>	Since 2008 I have been appointed as university Assistant Professor in General and Social Pedagogy in university (tenured position). Since the same year, I have been appointed as a chair of 'Heritage education and interpretation'. Since 2010 I am in charge of scientific research and educational services for the 'School Museum Paolo & Ornella Ricca' in the University of Macerata.
MARIO CALIDONI	<i>DIRIGENTE SCOLASTICO IN PENSIONE - ESPERTO DI EDUCAZIONE AL PATRIMONIO</i>	J'ai travaillé dans l'école et aujourd'hui pour projets interdisciplinaires d'éducation au patrimoine culturel.
FRANCESCA CAMBIELLI	<i>GUIDA/EDUCATRICE MUSEALE</i>	The person accompanying groups (pupils and others) visiting a museum.
LUCIA CECIO	<i>RESPONSIBLE SERVIZI EDUCATIVI</i>	Manager of the education and visitor service - working under the supervision of the director- I'm in charge of all programmes, activities and studies concerning the presentation of museum artefacts to current and prospective visitors. Manager of the education assists in drawing up an outreach policy for the museum and a programme of activities directed at all target audiences. To this end, he/she sets up a network of exterior contacts to relay information, to target audiences. Flexibility is the core!
MARILENA CRISCUOLO	<i>EDUCATRICE MUSEALE</i>	This role connects the stories of museums and monuments with the knowledge and skills of visitors in a non-formal approach.
CLAUDIA FREDELLA	<i>RICERCATRICE</i>	A researcher work with the museum staff, publics, schools and other cultural institutions in order to study practices and design improving methods in museum education.
CHIARA LACHI	<i>OPERATORE/ EDUCATORE DIDATTICO</i>	It is the most current definition used in the museum setting. I personally define myself as a museum educator because i identify in the etymology of the word the fundamentals of our role: the word derives indeed from the latin verb 'educere' that means to pull out what is inside, broadly intending a targeted intervention to extrapol and enhance qualities and inexpressed competences.
LETIZIA LIZZA	<i>EDUCATORE MUSEALE</i>	Museum Educator: conception, planning and execution of educational activities and workshops linked to permanent collections and temporary exhibitions for different target groups. Conceiving and drafting educational materials tailored to the content of exhibitions and to target groups. Development of learning and cultural strategies; organising the implementation of educational programmes. Liasing with teachers, schools, service providers and stakeholders.
SILVIA MASCHERONI	<i>RICERCATRICE - FORMATRICE - PROGETTISTA</i>	Researcher: expert in the field of learning-museums-public. Teacher and tutor: at the University and in museums for training courses. Project leader: who draws up every different step of a project.

OLIMPIA NIGLIO	<i>PROFESORA TITULAR DE HISTORIA DE LA ARQUITECTURA COMPARADA</i>	Desde el 2006 en la Universidad de Ibagué (Colombia) empenzé el primer curso en <i>Patrimonio Cultural</i> con el fin de fortalecer el sentido de pertenencia de la comunidad a su propio patrimonio. Desde esta época seguí con el curso de <i>Historia de la Arquitectura comparada</i> finalizado a conocer y al mismo tiempo a comparar la historia del patrimonio cultural europeo con lo americano y proponer reflexiones sobre el significado del valor cultural que obviamente tiene un sentido distinto en los varios países. El curso de <i>Historia de la Arquitectura comparada</i> analiza el patrimonio cultural de distintos países con un enfoque interdisciplinario, propone semilleros de investigación, diseña y realiza exposiciones internacionales de arte y arquitectura. Investigadora internacional del grupo RASTRO URBANO de la Universidad de Ibagué.
VALERIA PICA	GUIDA MUSEALE	Museum educator is in charge of activities and workshops related to the museum collection and its relationship with the history of the city and the community. He/she is also asked to design tailored visits and make the heritage accessible to all kind of audiences. As a result of that, museum educator represents one of the most important professional profiles in a museum to guarantee the scientific accuracy of information, a constructive exchange between the museum and its audience, and a direct feedback on visitors' reactions.
PAOLA RAMPOLDI	<i>CURATRICE</i>	A museum curator is responsible for the preservation and the exhibition of the collection and for the cultural and educational program.
ELEONORA SANDRELLI	<i>RESPONSABILE ATTIVITÀ DI PEDAGOGIA DEL PATRIMONIO</i>	Organisation and coordination of educational activities connected with museums, European Cultural Routes, schools etc.
GIULIA SEMENZIN	<i>VOLONTARIA DI SERVIZIO CIVILE PRESSO SERVIZIO ATTIVITÀ EDUCATIVE</i>	Aide et support aux attachés du service activités éducatives du musée dans l'idéation et l'organisation des activités, gestion des réservations groupes et organisation des cours de spécialisation/formation pour les opérateurs et back office qui travail dans le musée.
VALENTINA ZUCCHI	<i>RESPONSABILE MEDIAZIONE CULTURALE</i>	Je suis responsable des services de médiation culturelle pour MUS.E/Musei Civici Fiorentini. Pour la plupart des cas, mes collègues sont désignés comme 'Responsabili/Referenti della didattica, del dipartimento educazione, dei servizi educativi etc'.

Appendix 5 - More about the vocabulary in United Kingdom

Input by Jenny Wedgbury (CECA-National Correspondent for UK)

1. Four words/terms you use in your language

The world of cultural learning in the UK and the jobs people do is wonderfully varied and as a result can sometimes be quite confusing. There are lots of different ways of describing the job titles and type of work people do who are involved in facilitating access to learning in museums and cultural organisations. For the purposes of this document, I'm going to use the term 'Museum Learning Professionals' as the general term to refer to those working in devising, programming, facilitating and delivering learning activities and opportunities to all ages in museums and cultural organisations.

Firstly, just to clarify, organisations tend to fall under the following descriptions and museum learning professionals can work in one or many of these fields throughout their careers.

- **Museums**
- **Galleries**
- **Heritage**
- **Libraries and Archives**
- **Other Cultural Organisations** (e.g. Film, Performance Art, Dance etc.)

We also tend to distinguish between:

- **Informal Learning** (e.g. working with Families, Early Years, Youth Groups, Adult Learners, Community Groups etc.)
- **Formal Learning** or those studying a formal learning qualification (e.g. working with Schools, Teachers and Students from 4 years to 18 years and University students, Apprentices and Trainees etc.)
- **Early Years'** – babies 0-1 years old and toddlers and pre-schoolers 1-4 years old
- **Families** – intergeneration group of mixed ages, including children, parents, careers, siblings and grandparents.
- **Youth** – normally young people from 12-24 years depending on the programme or scheme.
- **Schools** – students from 4-18 years and their teachers/ tutors.
- **SEND** – students with Special Education Needs and Disabilities
- **Further Education** – 16-18-year olds completing work-based learning qualifications, apprenticeships, diplomas or traineeships.
- **Higher Education** – students 18 + years completing BA, master's or other Postgraduate qualifications in a University.
- **Adults** – 18 + years, people who come to talks, workshops, seminars

Below I have tried to summarise the most common words we use to describe museum learning in the UK. I have given explanations and examples, so you can see how it works in practice.

Word 1 (in your own language - English): Learning

Word 1 (in English): Learning

Short description:

Learning in or through museums has largely replaced the word 'education' in recent years to indicate that the visitor/user is the owner of his/her own learning. Museums often have a Learning Team/ Department and Learning Officers or Facilitators who deliver and plan activities for all ages and communities. The Learning Department's aim is to facilitate access to the museums' collections and stories through public activities such as workshops, sessions, talks, lectures and festivals. For example, the British Museum and the National Museum of Wales in Cardiff both have Learning

Teams/ Departments <http://www.britishmuseum.org/learning.aspx>
<https://museum.wales/cardiff/learning/>. Sometimes the term Learning is paired with other words that describe activities that involve learners and audiences such as Learning and Engagement or Learning and Interpretation.

Word 2 (in your own language - English): Education

Word 2 (in English): Education

Short description:

Museum Education is also a common word used to describe learning in museums. It is a more traditional way of describing learning and can have connotations of a more formal approach, due to its connections with education in schools, colleges and universities. There seems to have been a shift from using the word 'Education' to 'Learning' from the early 2000's. It can be seen that 'Education' is about transmitting knowledge or information, putting the visitor/user in more a passive role. For example, the MA course at UCL, Institute of Education is called the Masters in Museums, Galleries in Education, one of the main sector support organisations is called the Group for Education in Museums and at the Ashmolean Museum in Oxford, the Education Team facilitate the schools sessions at the <https://www.ashmolean.org/plan-your-school-visit>.

Word 3 (in your own language - English): Community Outreach and Engagement

Word 3 (in English): Community Outreach and Engagement

Short description:

Community Outreach and Engagement can be described as the process of reaching out to, engaging with and collaborating with diverse communities connected or not to the museum. These could be local, regional or national communities defined by location, faith, ethnicity, sexuality, politics or subject interest. The aim of Community Outreach and Engagement is often to find ways to make museums more welcoming, more diverse and the make collections relevant, useful and inspiring to people by getting new perspectives and hearing from voices. It is a two-way process and the best examples are where it is truly collaborative and mutually beneficial for the community and the museum. The term 'Outreach' usually by the museum to work with certain groups that normally do not find their ways to a museum. For example, Sacha Coward is the Community Participation Producer at Royal Museums Greenwich <https://www.rmq.co.uk/schools-communities>

Word 4 (in your own language - English): Public Programme

Word 4 (in English): Public Programme

Short description:

Activity in or linked to the museum on certain days/hours. Visitors can come and join this programme. The public programme can contain different types of activities like guided tours, theatre performances, concerts, hands-on sessions, art workshops, talks, festivals and Lates. For example a definition of public programming from the Museums Association <https://www.museumsassociation.org/museum-practice/public-programming>

2. Describing your profession

Title of profession in English: Museum Learning Officer

Short description of what this means:

Probably the most common job title for those devising and delivering learning activities in museums for children, families, schools and adults is 'Museum Learning Officer'.

(N.B For higher level jobs, people are usually called Managers, Senior Producers or Head of (the area of activity they manage) Schools, Families and Young People for example.)

There are however lots of other variations of this title, using words that describe the practice of organising, facilitating or producing access to culture and heritage.

Learning Coordinator/ Facilitator – organising and administrating activities for
Learning Producer – developing

There is also a large community of Museum Learning Freelancers and Artist Educator, Storytellers, Musicians who deliver learning activities in museums.

As you can see, it is very difficult to offer a definitive description or set job title for museum learning professionals in the UK. Recently there was an email discussion on the Group for Education in Museums shared email list, asking museum learning professionals to share their experience of the different jobs titles they've had throughout their careers. People came back with lots examples of the different titles they've had, and how these job titles have changed over time (even if the work they've been doing has not!).

Here's the list that was compiled from around 20 people's feedback.

- Learning Facilitator
- Learning Officer
- Learning Engagement Officer
- Learning Coordinator
- Learning Programmer
- Learning and Interpretation Officer
- Learning and Engagement Officer
- Learning Assistant
- Learning Leader
- Learning Practitioner
- Learning Programme Manager
- Learning Producer

- Explainer
- Education Officer
- Collections and Learning Curator
- Curator (Collections Engagement)
- Education Enablers
- Families Activities Officer
- Digital Learning Officer
- School Programmes Manager
- Engagement Manager
- Life-long Learning Officer
- Schools Officer
- Education and Learning Officer
- Heritage Activities Officer
- Artist Educator
- Museum Learning Freelancer

3. Additional comments & thoughts

In terms of CECA and its name, the definition of 'Cultural Action' in UK museums is a difficult concept to define. There are lots of fantastic projects happening across the UK where museums, galleries and heritage sites are working with local, national and international communities to address social issues, advocate for rights and social change and, improve access and inclusion. Whereas we might not use the term 'Cultural Action' directly, there is a big debate in the UK about the social role of museums and how museums can be 'useful' to their audiences, communities and the society we live in. Current trends in Museum Learning in the UK include, the Health and Wellbeing agenda and how museums can contribute to this working with people with mental health issues, dementia and older people in society for example.

Another trend, or feature of Museum Learning today is that there are many sector support organisations in the UK supporting professionals such as:

GEM (Group for Education in Museums) - <https://gem.org.uk/>

Museums and And Participation Network - <https://museumsandparticipation.com/>

Engage (Gallery Education) - <https://www.engage.org/>

Kids in Museums - <https://kidsinmuseums.org.uk/>

Disability Cooperative Network - <https://www.musedcn.org.uk/>

Museums Association Transformers initiative - <https://www.museumsassociation.org/professional-development/transformers/15042014-transformers-radical-change-in-museums>

There has also recently been a trend in the emergence of grass roots networks being set up by museum learning professionals and other museum colleagues to address specific issues, advocate for change or support each other. These groups include:

- Emerging Museum Professionals Network - <https://ukemp.com/>
- Museums as Muck (Content and conversations about working class representation in museums and galleries workforce) <https://twitter.com/museumasmuck>
- Museum Detox (network in the UK with black, Asian and minority ethnic museum workers) <http://museumdetox.com/>