

# Courier Training Framework:

## Example Scenarios

*The following scenarios have been put together as examples to accompany the courier training framework. These give trainees an opportunity to explore the types of situation a courier can face and discuss possible approaches. These are fictional examples, based on general experiences of what types of situation can occur.*

### Scenario 1:

**Situation:** You are at the venue, and it is the first time we have lent to this institution. You have two paintings to condition check and install, which you oversaw being unloaded last night and placed into storage. When you arrive for your unpacking appointment you bring the cased works through from storage into the gallery and there is a very strong smell of paint in the display space. You ask when the walls were painted and the technician say he thinks it was finished last night. You are due back on a flight in the afternoon and have an important meeting tomorrow. There are couriers from two other institutions present, one is already installing their works but the other seems hesitant and you overhear them asking about the paint as well. The staff from the venue are very keen to unpack as they say that there is a press event tomorrow so all works have to be in place.

**What would you do?**

### Scenario 2:

**Situation:** You are installing three artworks with three different curators (each with their own team of art handlers) within the same exhibition. You arrive at 9am and need to leave for the airport in the late afternoon so you should have plenty of time. The installation is moving very slowly and the curators are all keen to see how the works look in the spaces before committing to hanging them. After some hours, you realise time is becoming short and even though you point this out, nothing moves faster. Suddenly the museum director (also one of the curators) insists on taking everyone out to lunch. Everybody tells you to relax and that you have plenty of time. Lunch takes forever and time is running out as you feared. You manage to install one work, but have two more left and now it is the time you were meant to leave for the airport.

**What would you do?**

**Scenario 3:**

**Situation:** You are installing a painting with a gilded frame at an overseas venue in a country where you don't speak the language. There is a translator helping interpret your instructions to the art handlers, all of whom seem very professional. The work is heavy and a load bearing plinth has been prepared by the venue to take the weight of the work. Your organisation has a policy requiring all loans to be handled with latex (or nitrile) gloves. When you mention this, it takes a long time for the team to find gloves and they seem unhappy to wear them, but they eventually do. The work has been lifted out of its case and transit frame, to be condition checked. At this point you notice that some of the art handlers seem to be complaining and gesturing toward the work and the gloves. When you ask the translator if there is a problem, she goes to speak to the head art handler and they discuss the issue (this seems quite heated). When the translator returns, they say 'there is no problem'.

**What would you do?**

**Scenario 4:**

**Situation:** You are travelling with an exhibition and have just finished working with the team to load the crates on to a truck and trailer. The drivers suggest you have lunch at the museum restaurant before you take off as it is a long way.

**Scenario 5:**

**Situation:**

You leave your museum early in the morning on schedule to accompany a crate to the airport for palletisation and onward transit for temporary exhibition at an overseas museum. You have planned with the borrowing venue to be one of the last lenders to install before opening. There are no delays on the road and everything is going according to plan but when you arrive at the airport the agent tells you that you are very, very late and he appears to be incredibly stressed. He hurries the crate off the truck (which leaves) and then tells you that there is no time for loading onto a pallet. The only option is for the crate to be loaded directly into the aircraft. He reassures you he has done this many times before and can send you a picture of the crate after loading. He says that 'plenty of other international museums allow this' and that you have to decide immediately otherwise you (and the crate) will miss the flight.

**What would you do?**