

Accreditation Returns – Grantium guidance

This information sheet is designed to help you to fill in your Accreditation return application on Grantium. You should read this supplementary guidance alongside the main [Accreditation Guidance](#) and the [Completing your application on Grantium](#) systems guidance.

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1. Essential Grantium tips

Grantium application portal home page link

<https://applications.artscouncil.org.uk/frontOffice.jsf>

Your internet browser

Grantium will work in any internet browser, but it needs to be the most up to date version of that browser. You can check if your browser is up to date here:

<https://www.whatismybrowser.com/>

Do not use your browser Back and Forward buttons

You need to navigate back and forwards by using Grantium buttons and using the menus. If you try to use your browser buttons you will get an 'unexpected error' message and may need to restart Grantium.

Character count in free-text boxes

For the free-text boxes that you fill in, Grantium uses a different method of character count than Microsoft Word. Please bear this in mind if you draft your answers in MS Word to copy and paste over. Grantium counts spaces, line breaks and special characters as characters whereas MS Word doesn't.

Save often - Automatic log off 20 minutes after you last clicked a button / link

Grantium will log you out 20 minutes after you last clicked a button or link. Typing in boxes **does not** count as activity, only clicking a button or link – so please remember to click **Save** often. You will receive a warning pop up when you are getting close to being timed out.

Attachments

We can accept attachments in the following formats and up to 10MB each:
PDF, MS Word, MS Excel, MS PowerPoint and jpeg

Mandatory fields

All fields marked with an **Asterisk*** are mandatory. These fields must be completed before you can submit your form.

Need help using Grantium? For a password reset or help navigating the form please contact our Customer Services Team via telephone on 0161 934 4317 (10am-4pm), email enquiries@artscouncil.org.uk or through a live chat service via our website <https://www.artscouncil.org.uk/about-us/contact-us>

2. Getting started on Grantium: Setting up a personal User Account and Applicant Profile

If you are not already set up on Grantium, you will need to create a **personal User Account** and / or an **organisation Applicant Profile**. This guidance provides an overview to help you get started. You can find more detailed instructions in our [Accreditation - Getting Started on Grantium](#) guidance document.

Once you're all set up, you can find more information about how to complete your form in Grantium later in this information sheet and the online guidance [Completing your application on Grantium](#).

Remember your organisation may already have a Grantium applicant profile set up. **We recommend that you check this before you set up a new organisation profile.**

Creating a personal User Account

To submit your organisation's Accreditation return on Grantium you will need a personal **User Account**. This is unique to each individual user and log on details should not be shared with anyone.

To create a personal User Account, go to the [Grantium home page](#) and click on **Create Profile**.

Please note all fields marked with an asterisk (*) are mandatory.

On the **User Account** screen you must enter your real first and last names. (You can choose your own **User Name** lower down this screen.)

Please note that any notifications from Grantium will be sent to the email address you enter here linked to your User Account.

Click **Save** to complete.

Your organisation's Applicant Profile

On Grantium an **Applicant Profile** represents your museum or art gallery. The profile number is eight digits long starting with a 5XXXXXXX. Your personal User Account needs to be linked to your organisation applicant profile.

- **If your organisation does not have an existing Applicant Profile**, then you will create one as part of the Accreditation return application form registration process. Please see [Section 3. Starting a new Accreditation return](#) for details.
- **If your organisation already has an Applicant Profile** that you don't have access to, please contact the profile administrator to request your personal User Account be linked to the existing profile. Please do not create a duplicate applicant profile for your organisation.
- **If you are part of a National Museum Authority, Museum Service or Local Authority** then you can choose to either use one Applicant Profile for the main body to submit applications for each site, or you can set up an Applicant profile for each individual site.

More information can be found in the online guidance [Accreditation - Getting Started on Grantium](#).

Please note that any User Accounts linked to your Applicant Profile will receive Grantium notifications about your Accreditation Return.

3. Starting a new Accreditation return application

This section provides an overview of the main steps involved in starting your Return application form. For more detailed guidance on setting up an application, please see our information sheet [Accreditation - Getting Started on Grantium](#)

To begin a new application form:

Log into your [Grantium](#) personal User Account. Click on **Browse Programmes** in the left-hand menu. Find the Accreditation Scheme in the list and click on the **View** icon. On the next page, read the text and then click **Apply Now**.

When you get to the **Applicant Details** page, what you do next will depend on whether your organisation already has an applicant profile or not.

If your organisation has an existing Applicant Profile (and your User Account is linked to it)

- Select the relevant Applicant from the **dropdown at the top of the page** and click **Save & Next**.
- You will then see a screen which gives you the option review your applicant profile. You can do this now or come back to it later (For instructions on how to edit your profile, please see Appendix 1 of the [Completing your application on Grantium](#) guidance). Click **Next**.
- You'll be asked to input a Project Name (e.g. The X Museum, AN123, Return 2023). Giving it a clear name will help you to find it later. Click **Save & Next**.
- You will see the introductory page of the application form. On the left-hand side of the **Introduction** screen you will see your project number beginning **ACCR-**. **This is the unique reference for your application in Grantium and you should make a note of it**. This will help you locate your application form next time you log in. If you need to contact us with a query about your application, please quote the Project Number as it will make it easier for us to find your application.
- You can then follow the instructions in this document, starting at [Navigating the application](#)

If your organisation does not currently have an Applicant Profile

- Go to the **create a new applicant section** on the bottom half of the screen.
- Fill in all mandatory sections of the applicant profile and click **Next** to proceed, then add your Applicant Project Name (e.g. organisation name, accredited number, year of application).
- Press **Save & Next** and you will see the introductory page of the application form. On the left-hand side of the **Introduction** screen you will see your project

number beginning **ACCR-**. This is the unique reference for your application in Grantium and you should make a note of it. This will help you locate your application form next time you log in. If you need to contact us with a query about your application, please quote the Project Number.

- It will take up to 10 working days for your organisation applicant profile to be validated. **When you receive an email confirming that the applicant profile has been validated, you can then follow the rest of the instructions in this document**, starting at [Locating your application form](#)

Important – Make a note of your application form Project Number beginning ACCR- This will help you locate your application form to continue working on it. If you need to contact us with a query about your application, please reference your Project Number.

4. Locating and opening the Accreditation application form you previously set up

This section of the guidance begins at the point where you have already created an applicant profile and set up an application form beginning with reference ACCR-.

To access the application form you previously set up:

Log on to [Grantium homepage](#), then click on **Submissions** in the left-hand menu.

Next go to the 'Applicant' dropdown at the top left of the screen and select your organisation Applicant Name. Make sure all filters are cleared.

Look for your Accreditation Project Number beginning ACCR-, step name 'Application'. To open the application form **click on the orange folder icon** on the right-hand side of the row.

Remember **to keep a note of your application Project Number** starting with **ACCR-**. This will help you locate your application form next time you log on to continue working on it.

Important – if you started your application on Grantium prior to Covid some of the information you entered will now be out of date. Before you submit the revised application could you **please carefully review your application to ensure that all information, dates, and the supporting evidence attached is up to date and reflects the current position of the museum.**

5. Navigating the application form

Once you have your application form open, on the left-hand side of the screen you will see the **Application Submission** workflow. This lists all the sections that you need to fill in, page by page.

You can navigate through your application either by clicking on these hyperlinks in the menu, or else when you fill in each page there will be a **Save and Next** button which will take you to the next page in the list.

Please remember to **complete the application form screens in order**, as the answers you provide will determine which subsequent questions and pages will open up to you.

Completing the application form page by page

Introduction screen to Address information screen

Application submission

Introduction
Applicant details
Financial background
Address information
Contact information
Museum Details

The first page of the application form is an **Introduction** with links to guidance documents. Once you have read through this page, click **Next**.

The next three pages are pulled directly from your **Applicant profile**. You can review the information and click **Next** for each of these pages. If you need to edit any of this information, this cannot be done from here.

Please note that some fields within your Applicant Profile are locked after validation. If you wish to amend your applicant name, organisation legal name, legal status, governing document, company number or charity number please email grant.management@arts council.org.uk

If you need to edit any other areas within your Applicant profile, go to your Grantium homepage and click **Applicants** in the left-hand menu. Follow the instructions in Appendix 1 of the [Completing your application on Grantium](#) guidance.

Contact information screen

Any contacts you have labelled as 'Museum Primary contact' or 'Museum Senior contact' will pull through directly from your applicant profile to the Contact Information screen.

You can add additional contacts to the screen by clicking on the plus icon to the top left of the Contact Information screen.



Please note that on this screen one of the contacts need to be labelled as a Senior contact. To update the contact type, click on the magnifying glass icon against one of the contacts and update the * Contact type dropdown to **Museum Senior Contact**.

You can now start the main body of the application. All fields marked with an **Asterisk*** are mandatory.

Museum Details screen

See page 15 of the [Accreditation Guidance](#) for information on national / nationally-styled museums.

When you've filled in all mandatory fields, and updated all the information you need to, press **Save and Next**

Details about your application

See pages 11 - 15 of the [Accreditation Guidance](#) for information on museum classification.

Select the type of application as **Return Application**

When you've filled in all mandatory fields, and updated all the information you need to press **Save and Next**

Required actions/ areas for development screen

This is where you should report against your areas for improvement/ development. These will be outlined in your latest outcome letter.

To complete this section, you will need to click on the **add** icon:



You will need to copy and paste each Area for Improvement from your award letter into Grantium. Each Area for Improvement needs to be entered as a separate item. You will also fill in the corresponding evidence text box telling us about the progress you have made against each Area.

Click **Next** to move on to the next page.

Please note there is a place for you to upload attachments later in the application if you wish to provide more information than the text boxes allow.

Returns checklist screen

This is the **list of requirements of the Accreditation Standard**.

Please note that each requirement that you tick here will open a corresponding section within the application form that you will need to complete. On the **Required attachments** page you will also need to attach any documents we require from you based on the sections and questions you answer.

- **The eight requirements which are already ticked are mandatory.** If possible, we ask that you report against **requirement 7.2 - An access plan**. For an overview of the eight mandatory requirements and the access plan, please see page 4 of the [Accreditation Returns Information Sheet](#)
- Please also **tick any other requirements where you need to tell us about any changes you've made since your last return**. As this will have been around 5 years ago we appreciate that a number of policies and plans will have been updated.
- Please note that **if you have undergone any significant change since your last Accreditation return**, such as a change in legal entity or a change of site location, we would expect you to update us against all 21


Accreditation standard requirements. In this case you will need to tick all boxes on the Returns checklist screen.

When you have ticked all the relevant requirements you need to report on, press **Save & Next**

Requirement screens

Work through each Requirement section, filling in all mandatory fields on each page. (Note - the answers you provide to some questions will inform which documents you will later need to upload to the **Required attachment** screen). When you've filled in all mandatory fields on each screen, press **Save and Next** to move on to the next section.

Requirement 3.1 (if relevant to your application)

To complete this section, you will need to click on the add icon: 

Enter your relevant answers in the boxes. If you only have one premises to detail, then click **Save & Back to List**. If you have more than one, then click **Save & Add Another**, repeating this process until you have completed an entry for every premises. Then click **Save & Back to List**. Click **Next** to move on to the next page.

Additional Information

If you'd like to tell us about any significant achievements at your museum since your last submission, please share them with us on this screen.

Governance document screen

Your governance document is pulled onto this screen directly from your **Applicant profile**. You can review the document by clicking on the **magnifying glass** icon:



If the governing document is still your current one you don't need to do anything.

If the governing document is not your current one, and you need to change it, you will need to do this by updating your applicant profile. If you need to update the governing document in your applicant profile please email grant.management@arts council.org.uk. Please do not submit the application until the updated governing document is showing on this screen.

Required Attachments screen

As you worked through the Requirements screens you will have ticked boxes to confirm that you will upload an attachment as part of that question.

As a result, on the Required Attachments screen, under the heading **Required attachment name**, you will now see a bespoke list of the documents you need to upload.

You will need to upload a document for each Required attachment on your list. If you have combined the documents then you will need to upload that same document multiple times against each requirement name and number on your list. When you upload a document to meet a specific requirement then the white check box to the right of the requirement name will be ticked and greyed out.

We suggest you either **make a note of the required attachment names in your list, take a screen shot of the list or download this section as a PDF to reference**. You can then refer to the list as you upload documents on the following screens.

(To download a PDF copy of this section with your required documents list, go to the bottom of the left-hand menu and click **Export to PDF**. Click on **Unselect All Formlets** and then click in the box next to **Required attachments** (NOT Required attachments --> attachment details). Then click **Export to PDF**. Click **Back** to return to the attachments page.)

Top tip: Set up a folder with all your required documents saved and scanned, named as the appropriate requirement number and title. Everything you need is then in one place for ease for uploading.

We can accept attachments in the following formats and up to 10mb each: PDF, MS Word, MS Excel, MS PowerPoint, and jpeg

Uploading the Required Attachments

You need to upload your documents one at a time. To attach a document click on a blue Attachment number hyper link:

Required attachments:						
Required attachment name						Attached
Forward/ business plan (Requirement 2.1)						<input type="checkbox"/>
Signed approval or evidence of published approval for approved forward/ business plan (Requirement 2.1)						<input type="checkbox"/>
Audited, signed and approved accounts for the last two available financial planning years (Requirement 2.2)						<input type="checkbox"/>
Collections care and conservation policy (Requirement 6.1)						<input type="checkbox"/>
Signed approval or evidence of published approval (Requirement 6.1)						<input type="checkbox"/>

Document Type	Required?	Document description	Attachment type:	Date attached	Download	Delete
Attachment 01	No	--	---	No attachment		
Attachment 02	No	--	---	No attachment		
Attachment 03	No	--	---	No attachment		
Attachment 04	No	--	---	No attachment		
Attachment 05	No	--	---	No attachment		
Attachment 06	No	--	---	No attachment		
Attachment 07	No	--	---	No attachment		

This next page is where you upload your document. Go to the **Attachment type** dropdown (see screenshot below) and select the relevant Requirement name that you wish to upload a document for. Please pay particular attention when you select the **Attachment type**. This list contains every possible kind of attachment which could be asked for in any kind of Accreditation application. Select the correct attachment type name from your bespoke list by referring to the PDF you downloaded, or the offline notes you made. Once you have uploaded the document, click **Save & Back to List**.

Attachment Details

* Document description:

* Attachment type:

-- select --

* File Name:

Choose File

No file chosen

Document Type:

Attachment 04

Maximum Size:

10 MB

Allowable Formats:

jpg, xls, xlsx, jpeg, pdf, doc, docx, pptx, ppt

Instructions:

Save

Save & Back to List

Back to List

Check Spelling

When you attach a document against a particular Requirement name and number in the Attachment type dropdown, you will then see that a grey tick will appear against that document on the Required attachments list page:

Required attachments:	
Required attachment name	Attached
Forward/ business plan (Requirement 2.1)	<input checked="" type="checkbox"/>
Signed approval or evidence of published approval for approved forward/ business plan (Requirement 2.1)	<input type="checkbox"/>
Audited, signed and approved accounts for the last two available financial planning years (Requirement 2.2)	<input type="checkbox"/>
Collections care and conservation policy (Requirement 6.1)	<input type="checkbox"/>
Signed approval or evidence of published approval (Requirement 6.1)	<input type="checkbox"/>

Repeat this action for every attachment you need to upload. When complete you should see a tick against every required attachment.

Additional Attachments screen

On this screen, please upload any additional documents you have not already included. These can include: Audience development plan, Learning plan, Access plan, Marketing plan, Collection management framework, Any other documents you want to share with us.

Repeat this process until you have ticks next to all your required attachments in that list. Then click **Save & Next** at the bottom of the page.

Monitoring information screen

Your monitoring information is pulled directly from your **Applicant profile**. If you need to change any of this information, this cannot be done from here, you need to edit it in your Applicant profile. For instructions on how to do this, please see Appendix 1 of the [Completing your application on Grantium](#) guidance. If you have any queries about updating your monitoring information page please contact our [Customer Services team](#).

Submission Summary screen – submitting your application form

The last page to complete is the **Submission summary**. If you have a green tick next to each item in the list, then it will allow you to click **Submit**. This will send your application to us for review. We will receive a notification that the application has been submitted.

If you have any **red crosses**, then you have not yet completed that page successfully – the blue hyperlink will tell you the reason it's not complete and will take you back to the right section to amend it:

Submission summary			
Complete	Page	Last Updated	Mandatory
--	Introduction	No Input Required	No
✓	Applicant details	15/05/2019	Yes
--	Financial background	No Input Required	No
✓	Address information	15/05/2019	Yes
✓	Contact information	15/05/2019	Yes
✓	Details about your application	16/05/2019	Yes
✓	Required actions/ areas for development	16/05/2019	Yes
--	Returns checklist	No Input Required	No
✓	Requirement 2.1	16/05/2019	Yes
✓	Requirement 2.2	16/05/2019	Yes
✓	Requirement 3.2	16/05/2019	Yes
✓	Requirement 3.3	16/05/2019	Yes
✓	Requirement 4.2	16/05/2019	Yes
✓	Requirement 5.1	16/05/2019	Yes
✓	Requirement 6.1	16/05/2019	Yes
✓	Requirement 7.1	16/05/2019	Yes
✓	Governance document	15/05/2019	Yes
✗	Required attachments	Please Complete	Yes
--	Additional Attachments	No Input Required	No
✓	Monitoring information	15/05/2019	Yes
✓	Declaration	16/05/2019	Yes

Notes:

- [Please attach all required Accreditation attachments. Click here to return to Required attachments form.](#)

6. What happens next?

After you submit your application it will be assigned to an Assessor who will conduct a **First Review** of your application to determine if they need any more information from you or whether they have everything they need to assess your application.

7. Request for information

If the Assessor decides they do need to get in touch to ask you for more information, then this would be through Grantium. You will receive an email notification about this with instructions on how to submit the required information. The notification will be sent to all User Accounts linked to the Applicant Profile.

You would need to complete the Request for Information step on Grantium. You would find the step in the **Submissions** menu – in the same place where you would find an application that you had started. You would click on the **orange folder** next to the **Request for information** step against your Accreditation Project Number beginning ACCR-

You would then work through the pages in the same way as you did in your application. The **Submission Summary** at the end would tell you if you have completed all the sections correctly. If you have, you will have all green ticks and be able to click **Submit**.

8. FAQs

I've already started an Accreditation return – do I need to start again?

If you started your Accreditation return in 2019 / 2020 prior to the pause of the scheme due to Covid, you can continue to work on this existing application. However please note that some of the information you entered will now be out of date. Before you submit the revised application **please carefully review your application to ensure that all information, dates, and the supporting**

evidence attached are up to date and reflect the current position of the museum.

To find your application form [log on to Grantium](#), click on **Submissions** in the left-hand menu. Go to the Applicant dropdown at the top left of the screen and **select your organisation Applicant Name**. Make sure all filters are cleared. Look for your Accreditation Project Number beginning ACCR-, step name 'Application'. To open the application form **click on the orange folder icon** on the right-hand side of the row.

Need help with Grantium – password reset or navigating the form?

If you have any queries about logging on to Grantium, need your password resetting, or help navigating your form please contact our Customer Services Team via telephone on 0161 934 4317 (10am-4pm), email at enquiries@artscouncil.org.uk or through a live chat service via our website <https://www.artscouncil.org.uk/about-us/contact-us>

If you need to contact us with a query about your application, please quote the Project Number beginning ACCR- as it will make it easier for us to find your application.