

V&A Academy

COURIER TRAINING:

GETTING IT THERE IN ONE PIECE



Introduction

Objects are at the heart of the museum for visitors and staff alike, so keeping them safe is vital. On this course you will learn the most up-to-date practises associated with couriering for museums today.

We will explore the different stages of the courier trip, from planning and preparation to delivery and installation. You'll hear from expert V&A staff about the personal and professional qualities they look for in a successful courier.

You'll discover how digital couriering can provide an alternative method when faced with travel restrictions, and our Exhibitions team will share their experiences of receiving courier for blockbuster exhibitions. Through case studies and group tasks, you'll learn how to handle common obstacles faced by couriers, including last minute schedule changes and object damage.

Information

Friday, 21st November 2025,

10.30-16.30, Seminar Room 3, Learning Centre, V&A South Kensington.

Your course leader

Helen Dawson, Ana Muñoz and Belén Lasheras are members of the V&A's expert Exhibitions and Loans Department who are responsible for the Museum's extensive programme of loans-on and-out and have extensive experience of organising and undertaking courier trips with our collections across the UK and abroad.

This course includes complimentary tea, coffee, biscuits and water on arrival, and a lunch provided during the break. For any dietary requirements you wish to make us aware of, please email courses@vam.ac.uk

Note: V&A Academy programmes are subject to change without notice.

Programme

10.00-10.30	Arrival and check in. Tea, coffee, water biscuits on arrival.
10.30-11.15	Welcome by Academy staff and Introduction: Why do we send a Courier? In this session we will discuss the role of the courier and the various museum department and staff involved in object transport, while exploring the types of situation that would require a courier.
11.15-11.45	What should I do before I go? How does a courier prepare for a trip? What are the key things to remember? This session will look at how to plan for a trip to make sure the necessary precautions are taken, stay on schedule and avoid any mishaps to ensure a successful object transfer.
11.45-12.15	How do I get there? This session will highlight different methods of transport and key considerations to ensure the objects remain safe throughout the journey
12.15-13.00	Lunch (provided)
13.00-14.00	What happens when I get there? This session will look at the next steps following transportation: accessing, safely unloading and moving objects, checking their condition and finally installation in the new location.
14.00-14.45	The borrower's point of view – Belen Lasheras Diaz Our Exhibitions team will share their experiences of receiving couriers and their dos and don'ts for a smooth borrowing process and successful object transfer.

14.45-15.00

Break

Tea, coffee, water and biscuits provided.

15.00-16.00

What should I do if it doesn't go to plan?

Practical exercise: how to handle situations that don't go to plan, from last-minute schedule changes and logistical challenges to unexpected issues and object damage.

16.00-16.30

Conclusion: things to remember

Final discussion of the day's key learnings and summary of the key takeaways.