Tutors' Handbook
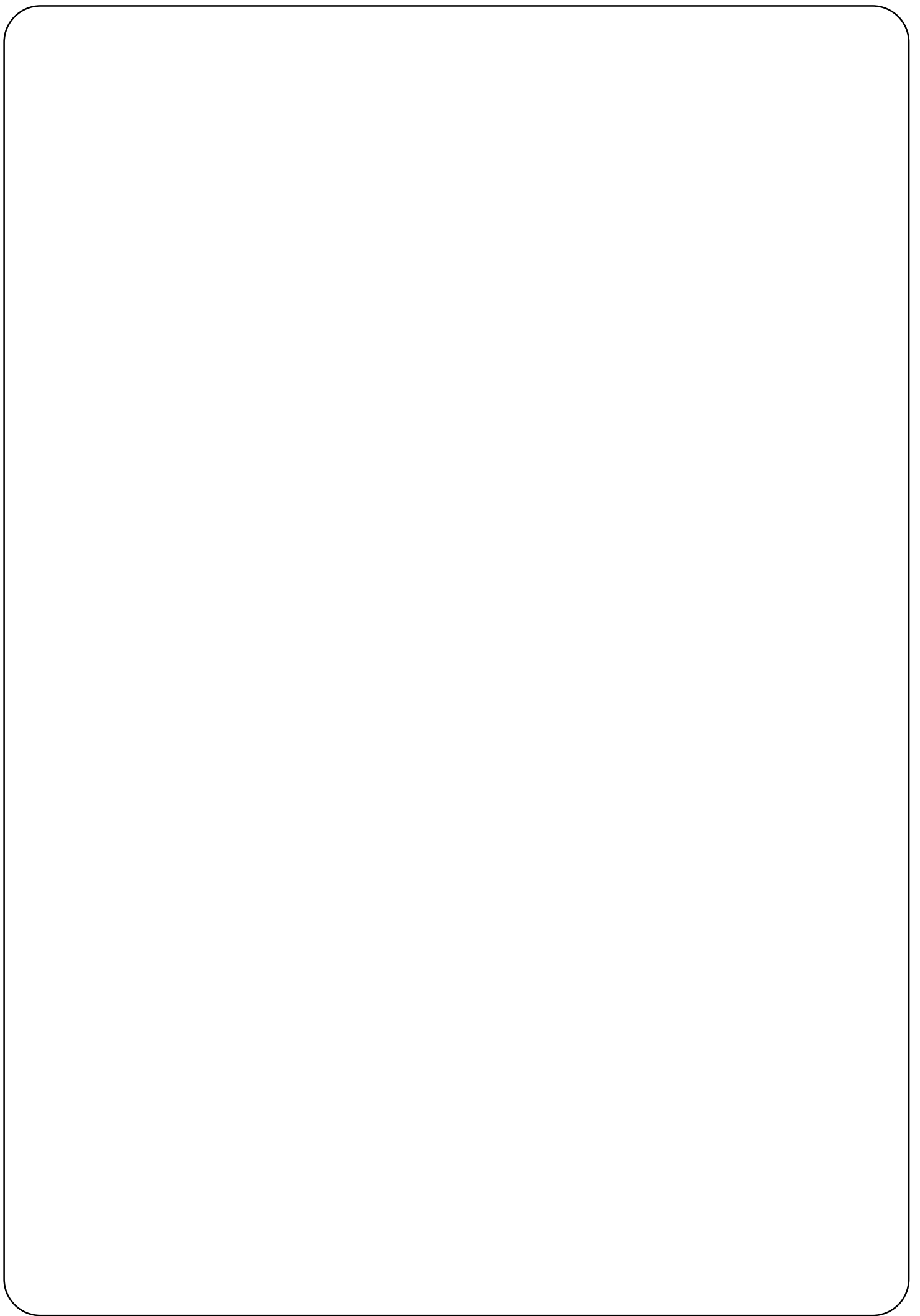
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WELCOME

Thank you for offering to become a tutor of U3A Highvale. We appreciate you giving your time in this volunteer role to help our members enjoy learning in retirement. We have put together this Handbook to help you understand the philosophy of U3A Highvale and provide you with some useful information.
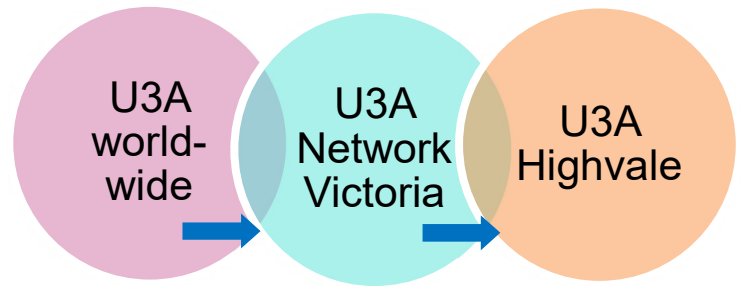
ABOUT THE U3A

U3A —the University of the Third Age —is a **world-wide movement** that encourages people to take part in lifelong learning for pleasure. U3A allows people to enjoy educational, creative, social and leisure activities in a relaxed environment at low cost. There are no prior qualifications, no exams and no degrees awarded.

In Australia, each state has a U3A Network. The **U3A Network Victoria** is an incorporated body that acts as an umbrella and liaison organisation for U3As in Victoria. It assists U3As to get established and supports existing U3As by enabling collaboration of U3A's across the state.

U3A Highvale is registered with the Australian Charitable and Not-for-profit Commission (ACNC) as a not-for-profit organisation. It commenced in 1996 and was initially run out of the Highvale Retirement Village, Glen Waverley. Today we no longer have a physical office as members can sign up and enrol into course via our website. However, our long-standing association with the Highvale Retirement Village continues with several courses utilising the facilities they provide.

U3A PRINCIPLES

U3A Highvale Inc respects the **privacy** of its members. Tutors will not divulge contact details about a member without the member's permission.

The association holds human values in high regard. It:

- endorses diversity and **equal opportunity** and does not support discrimination.
- will not tolerate **sexual harassment** and relies on members and volunteers to ensure sexual harassment does not occur.
- is fully committed to eliminating, as far as possible, all forms of **bullying** in its operating environment and relationships.

COMMITTEE OF MANAGEMENT

The business of U3A Highvale is managed by a Committee of Management. This committee meets once a month.

A full committee consists of executive members: President, Vice-President, Secretary and Treasurer, as well as ordinary members. We are governed by our constitution, a copy of which is available on our website.

ANNUAL GENERAL MEETING (AGM)

Each year an Annual General Meeting will be convened at which time the annual operational and financial status of U3A Highvale will be presented and opened for discussion.

During each Annual General Meeting (AGM), all committee of management roles are declared vacant, and a new committee is voted in by U3A Highvale members. All members are welcome and encouraged to nominate for positions in the committee.

TUTORS AND COURSE LEADERS

Tutors are given charge of one or more classes. They have the authority to decide on the following matters:

- If a member is suitable to join a class.
- Whether a member on the waitlist should be accepted at a certain point in time.
- If a member with long absences without apology should be taken off the class roll.
- If a member who is not fully committed to a class should be asked to withdraw.

Tutors have the final decision on all class enrolments. The committee will back the final decision made by a tutor. With this authority comes the responsibility of a tutor to communicate the decision made to the member in question.

COURSE ADMINISTRATION

It is important that tutors observe the following course-related procedures to ensure that classes are run efficiently and smoothly.

COURSE CALENDAR AND TIMETABLE

U3A Highvale follows the Victorian school year in the operation of its classes. It conducts courses four terms a year and closes during the school holidays and public holidays. The term dates are on the U3A Highvale website. Classes generally run between the hours of 9.30am and 4.00pm.

Courses offered by U3A Highvale are listed online on its website. Classes are grouped by days and categories.

CLASS PROCEDURES

As a tutor or course leader/facilitator, you are responsible for planning and running a course for a short period, a term, a year or as an ongoing concern. This section outlines your role as a volunteer tutor.

CONDUCTING A CLASS

Tutors have the freedom to develop the content and format of a course in accordance with the approved course proposed. In keeping with the U3A basic philosophy, tutors should refrain from any actions/comments that could be viewed as promoting personal business, ideology and religion. Class discussions should be balanced and respectful. The promotion of extremist views is discouraged.

- Appoint a class assistant to help with attendance rolls, furniture arrangement, etc
- Ensure that the pre-printed attendance rolls are marked for each class. If you see hand-written names in the attendance sheet check that the class member is
  - a paid-up member and
  - formally enrolled into your class
- Provide your preferred contact information to class members so they can send their apologies if they are unable to attend class
- Distribute the U3A name badges which are contained in class folders at the start of Term 1.

Given U3A Highvale does not have a physical office, it is critical that effective communication occurs for the success of the association's programs. Course and membership information can be found on U3A Highvale website.

CLASS COMMUNICATION

Tutors must ensure that that there is an agreed method to communicate with ALL members of your class outside of class hours. A tutor may need to cancel a class due to illness, etc. A class member must be able to inform the tutor if they are unable to attend a class. Please ensure that your class members have your contact details to be able to do this.

Some classes like to use mobile phone-based tools such as Whatsapp groups for class communications. This is fine if all class members agree to share their mobile phone number with the whole class. The Emailer is a simple email-based communications tool that is available for use by all tutors. More information about this tool can be found in the **Aids for Tutors** section below.

NEWSLETTER

The *U3A Highvale Quarterly Newsletter* contains information about classes and events. A call for newsletter articles will be sent out to all tutors approximately a month before the publication dates with deadlines for submission of articles. Tutors are encouraged to use this newsletter to promote interest in their courses. You can ask class members to write about class highlights and activities and provide photos of the class members enjoying those activities. Complete articles should be provided to the Newsletter Editor in a timely fashion.

FEEDBACK TO THE COMMITTEE

Feedback from members and tutors to the Committee of Management assists the committee to focus its attention on what is being done well or areas where support it required.

If there are any grievance or dispute you wish to raise, please contact the Course Coordinator. The matter will be discussed in confidence with the Committee and hopefully resolved to your satisfaction.

The email addresses for the course coordinator and other executive committee members can be found on the U3A Highvale website.

AIDS FOR TUTORS

To assist you in your role as a tutor, here are some tools that may be useful to you.

MYU3A

MyU3A is an online system for managing membership, enrolment and U3A administrative functions.

TUTOR PORTAL

The **Tutor Portal** on MyU3A provides various functions to assist tutors with class management such as:

- Emailer tool which enables you to send an email to the whole class, using the most up-to-date list of addresses stored in the MyU3A database. It is a good tool to send broadcast emails e.g. Class is cancelled but it has some limitations:
  - File attachments cannot be used
  - Text formatting is not supported
  - Content is limited to approximately 500 words
  - Recipient cannot reply to sender of the email
- List of emergency contacts for class members – this is very important as many members have health issues. We strongly encourage tutors to print this list and bring it with them to class.
- Manage class enrolments e.g.
  - Remove class members who have not attended
  - Add members who are unable to enrol themselves online
  - Add waitlisted members to the class

A training video and user guide on how to use the Tutor Portal can be found on the U3A Highvale website.

OMAIL

Omail is a powerful bulk email facility on MyU3A which can be used by a tutor to

- send emails to all class members from his own personal email address and receive any responses to email sent – this could be used when tutors are seeking feedback from class members
- include attachments in the email – this could be useful for document distribution e.g. powerpoint slides after a class, recipes after a cooking class etc.

As this is a powerful tool, a tutor must be authorised before they can use it. If you would like to use Omail, please contact the Course Coordinator to arrange training and authorisation.

ZOOM LICENCE

U3A Highvale has one full Zoom licence allowing us to run one meeting at any one time. We can create a unique Zoom Meeting link for your class.

If you wish to run an online course via Zoom, please notify the Course Coordinator who will schedule your class and ensure there is no time clash. Once scheduled, a unique Zoom link for your class will be provided to you.

PHOTOCOPYING AND PRINTING

Tutors may sometimes want course materials to be photocopied or printed. For classes held in the Highvale Retirement Village, the reception can assist with small amounts of photocopying/printing (no more than 20 pages per class) at a cost which will be charged to U3A Highvale. Please provide your name and class when making a request. Tutors should not provide large quantities of hard copies to class members. We encourage tutors to distribute soft copies of documents via tools like Omail and members who want hard copies can print them at their own expense.

Remember that photocopying is subject to copyright. There is a 10% limit on the number of pages you can copy.

EQUIPMENT

U3A Highvale has a few items of equipment which are available for use by tutors. These include a data projector, whiteboard, printer, computers (with Internet access) and a mini hi-fi system.

They are stored in the computer room in the Highvale Retirement Village and may be used as arranged. The reception has a key to this room. Equipment must be returned promptly after use.

Each venue will have its own equipment e.g. TV screens, music systems etc. Make sure you know how to operate any equipment before attempting to use it. Any faults or damage of equipment must be reported to staff in the onsite office.

CLASS PURCHASES

Some classes will require items to be purchased. Some examples include chess sets or mahjong sets.

A tutor must request funding approval by emailing the Treasurer with a quote for the items to be purchased. If the amount is above the Treasures approval limit, the Treasurer will seek approval from the Committee of Management.

Once the Treasurer has contacted you with approval to proceed, you can then go ahead with the purchase. The Treasurer will reimburse the tutor when provided with the tax invoice for the purchase.

Note: if you proceed with the purchase prior to receiving this approval, you are at risk of not be reimbursed for the expense.

HEALTH & SAFETY

U3A Highvale recognises that the health and safety of its members and volunteers are important. The association must operate under any health guidelines which are published on the U3A Highvale website.

EMERGENCY AND EVACUATION PROCEDURES

U3A Highvale conducts its classes in multiple locations. Location specific Emergency and Evacuation procedures will be provided (see applicable Appendix), and tutors must ensure that they are familiar with these procedures.

SAFETY IN/OUT OF CLASSROOMS

Be aware of any potentially dangerous or unsafe situations or equipment in classrooms and report these immediately to the onsite office.

If a medical emergency occurs and the situation seems serious call 000 for an ambulance, then notify the onsite office and the member's emergency contacts. The contact details can be found on the Tutor Portal and at the back of the member's name badge.

RISK STATEMENTS

Each onsite physical activity class should be provided with an Acknowledgment of Warning form before class commencement. It contains a Risk Statement that class members should be made aware of. It may be worded as follows.

> *RISK STATEMENT*
> *"Members undertake exercise/fitness courses conducted by U3A Highvale, at their own risks. They should always have the approval of their GPs before enrolling."*
>
> *In joining the class, a member must understand, acknowledge and agree with the above risk statement.*

INCIDENT REPORTING

U3A Highvale has various types of insurance (Public Liability, Professional Indemnity, Medical Indemnity, Personal Accident, etc) to cover its tutors and volunteers. Whenever there is a problem such as loss, theft, damage or an accident (occurring in class or during an outing), please contact the Secretary as soon as possible. If an insurance claim is needed, you will be asked to complete an *Incident Report Form.*