



THE UNIVERSITY OF THE THIRD AGE

HERVEY BAY

Tutor Guide

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From The Course & Tutor Coordinator

Welcome and thank you for offering your time and effort to be a tutor with U3A. This document contains guidelines to assist you to make your tutoring trouble free and compliant with necessary legal requirements. Please read it thoroughly whether you are a new or experienced U3A tutor. It contains some new information which will both help you to run your class smoothly and also help Management Committee.

U3A runs entirely on the efforts of volunteers to bring interesting, educational and stimulating courses to our members and, therefore, a team of dedicated tutors is essential and vital to our existence. You are truly appreciated! Our Management Committee meets monthly and is there to support both our membership and our tutors.

If you have any problems with your classes or wish to make any changes, please don't hesitate to contact me. Where possible, all contact between Tutors and the Course Coordinator should be by email or phone.

All relevant contact details are on our website.

I hope you find tutoring with U3A a happy and rewarding experience.

General Guidelines

Some tutors have been teachers or academics in their working lives and are familiar with learning institutions. U3A, however, is different from institutions you may be familiar with, but it also has many similarities. Unlike previous teaching experiences you may have had, you will find that:

Tutors are autonomous and may:

- ☐ Set their own teaching times
- ☐ Decide on the length of class period
- ☐ Decide the number of classes to be held each term
- ☐ Decide on class numbers

Many of U3A's tutors, however, have not been teachers and come with fewer expectations. We value your experiences, knowledge and enthusiasm for your subject or activity and are happy to provide teaching support and guidance if you require it. Please let the Course Coordinator know if you'd like any assistance.

Overview:

Please use this document as a working guide and refer to it where necessary. The information contained here is from a variety of sources, ideas built up over years of experience, requirements under law and suggested methods to facilitate the smooth running of your class. We are an organisation of volunteers with a diverse background and this knowledge should be utilised to make our lives richer. If there are ideas that we can embrace to improve our organisation we need to hear about them, so please feel free to make suggestions.

The term 'tutor' is used in many U3A organisations world-wide, to indicate the person responsible for a U3A class.

I know that some tutors or potential tutors don't feel that they are tutoring. I've heard tutors say 'I'm really just a facilitator'. Whether you are teaching a class, coordinating a book group or are a U3A group leader, if you're offering to share your knowledge, expertise, organisational skills and passion with us, you can think of yourself by any name you prefer.

The Aims of U3A Hervey Bay:

The overall aim of U3A Hervey Bay is to provide all our members with the stimulus of mental and/or physical activity, social interaction and the satisfaction of a continuing contribution to society. It enables members to take up new interests and to extend old ones. It offers the joy of learning for the sake of learning: it opens up new horizons for all participants – unrestricted by the requirements of vocation or the desire for qualifications, and it does so, principally, by drawing upon the extensive life experience, skills and energies of U3A members. It is a mutual aid, self-help movement – a modern community of scholars and practitioners, catering primarily for people in active retirement, the Third Age of our lives.

Management Committee:

U3A is run by a Management Committee, which is elected by and from the membership of U3A. All members of the Management Committee are volunteers and take on various roles to ensure U3A is run efficiently. Elections for the Management Committee take place each year at the AGM (usually in March).

Constitution:

U3A Hervey Bay Inc. is an incorporated association with a duly registered constitution as required by the Office of Fair Trading. A copy of the Constitution can be obtained on our website.

Insurance:

U3A tutors are covered by our Volunteer Insurance Policy. Members of your class are covered by our Public Liability Policy. Tutors conducting classes in their own home should ensure that their house & contents policy covers people visiting for classes. As required by law a copy of our insurance policy is available from our Secretary for any member to inspect.

Tutor Absence:

If you know you are going to be absent from your class and another member or an outsider is going to be 'Acting Tutor' while you are away, please notify the Course Coordinator so that the name of the substitute can be noted for those weeks in order that they are covered.

If you are continuing your class in an Official (not social) capacity between terms you must advise the Course Coordinator who will then make note of this for Insurance purposes and seek approval from the Committee. If this is not done each year/term you will not be covered by U3A insurance out of designated term times.

Privacy:

All information collected by U3A administrators will be protected from misuse, loss, unauthorised access, modification or disclosure. No personal information on any member is to be forwarded to any other member or organisation without the express permission of the member concerned. Personal information collected will be held in accordance with the requirements of the relevant Acts, Regulations and Constitution.

Conflict Resolution:

We have adopted a Grievance Policy which includes a process for dealing with conflict should it become necessary.

We have adopted a Code of Conduct which clearly informs members of our expectations in behaviour and treatment of each other. All members can find the Code of Conduct on our website. This Code will be strictly enforced. Remember, as a Tutor you have the choice as to who you have in your class. Your reasons need to be fair and non-discriminatory. You give your time freely and are not expected to cope with difficult people who sometimes forget that we are all volunteers. Should a situation arise where conflict is not immediately resolvable, please contact the Course Coordinator and write an Incident Report addressed to the Secretary, copied to Class Coordinator. It is important to do this as soon as the conflict takes place. *Don't ignore it and hope it will go away*

Risk Management/Safety:

You, the tutor, are responsible for safety in your class. Your primary concern should be your personal safety and well-being. However, you should also accept a reasonable degree of care for the safety and well-being of all other participants in the activity. You must avoid doing anything that exposes any class member in an activity to unreasonable risk of injury or loss. You should likewise avoid doing anything that exposes U3A to unreasonable risk of loss or liability. The Tutor's responsibility begins in selecting an activity for which the Tutor has the necessary skills and understanding.

Reporting any Accidents or Incidents in your class:

For insurance purposes, Tutors are required to promptly report ALL incidents or accidents at any class activity to the Committee and submit a report on an Accident/Incidents Form to the Secretary who will enter it (or other Committee member in the Secretary's absence) into the Accident/Incidents book which is kept in the Secretary's files.

Included in this report must be the nature of the incident, description of injury if any, date, time and place of occurrence and names and contact details of a witness. These records are absolutely essential if, at a later date, there is a need to defend any legal action regarding the incident. While an accident may appear minor, please take the trouble to write a brief report.

Incidents are less obvious but may range from inappropriate behaviour or disputes which cause concern to members to discussions which stir distressing memories in members.

Play safe and report any incident or accident

Managing Your Class

Process for Starting Your Class if you are a prospective tutor:

A prospective tutor will contact the Course Coordinator by email or phone to offer a course in a forthcoming term or semester. You will be asked to provide a short statement on the nature of your course or activity, preferred teaching days, length of class, preferred venues or localities etc. The Course Coordinator will submit the course proposal to the Committee for approval. Where possible, tutors will meet with the Course Coordinator for their Orientation. Once the course is set up it will be immediately uploaded to the Courses page on the website and members advised. U3A members who are interested will then apply.

Enrolling Students into Your Class:

Ideally enrolments will be taken at Sign on Day (see details further on in this document). Enrolments may also be taken by tutors directly.

Many Tutors have class size limits and some have prerequisites; it is always the Tutor's choice who you accept into your course. Some prospective members may wish to contact you directly, either by email or phone to find out more about your course. This is fine, but please ensure that the person is a financial member. If they aren't they may obtain a membership form from the website and forward the form and their fee to the Treasurer. Do NOT advise any member that they can simply contact you and they will be accepted.

Please advise the Secretary of any enrolments taken outside of Sign on Day.

You can also take some membership forms to classes. These are available at Sign on Day.

Please contact the Course Coordinator if you have any problems or concerns. Also contact the Coordinator with a CC to the Secretary if there is:

- ☒ Any change of venue
- ☒ Cancelling or discontinuation of a class for any reason
- ☒ Extension of a class during vacations or for any other reason.

If you use a paid venue the Treasurer must be notified to ensure that the right amount is being paid.

Funding or Grant Applications:

You are welcome to apply for grants to cover special items, such as excursions. However, all applications must be approved by the Committee and lodged in the Committee's name.

Excursions:

Excursions which take place outside of the usually scheduled class or activity must be approved by the Committee in advance or the insurance will not apply. For such excursions or any other class activity to an unscheduled location, the date, destination, duration of excursion etc. must be forwarded to the Course Coordinator who will notify the Committee. The Treasurer must be

consulted well in advance if an excursion involves anything that must be paid for e.g. bus hire or entry tickets. Members of the class must cover any such cost.

Class Attendance:

For insurance purposes and statistical analysis, an Attendance Record must be kept by every tutor. Once your class participants have been determined, you may set up an Attendance Record for your class/activity which will show all the names of those who have paid their fees and you will then be able to enter the dates of your classes and mark-off each attendee. Anyone attending your class who is not on the list (apart from bona fide visitors from other U3A's) must be asked to leave.

N.B. Our policy is now that if participants wish to 'try before they buy' they may attend 3 classes before becoming a member.

Legible attendance records are to be sent to Course Coordinator as soon possible following the final class of each term. They may be emailed to HerveyBayU3A@yahoo.com.au or mailed to PO Box 158, Hervey Bay 4655.

Badge Wearing:

All class members are issued with badges and are requested to wear their name badge at ALL classes and U3A activities. It's important for you, as the Tutor, to know the names of your students and they should be able to identify their fellow students. Happier classes result from everyone knowing one another's' names.

Absentees:

Please ask your class members to advise you if they intend to be absent from any class. Tutors have the prerogative of excluding any class member in the event of absence for *two consecutive sessions* without notification. This is particularly relevant when there is a waiting list for the class.

Any changes to your usual class time or place must be notified to the Course Coordinator, who passes this on to the Committee. If your class is normally held at USC rooms are unavailable during exam weeks. If you and your class members decide to have your class elsewhere during these times responsibility for payment of 50% venue fees must be borne by those participating during those times. Money collected must be given to the Treasurer who will arrange full payment of the fee.

Your Course Details:

Your 'Course Details' information is your platform for 'selling' your Class and will be included in the U3A brochure, so your entry should be inviting, clear and concise. Your entry is checked and put into the brochure but the Committee who retains the right to edit your entry, both for length and 'readability'. If you are not continuing with your class in the following term, it is very important to notify the Course Coordinator by email as soon as possible, as your course will be removed from the brochure

U3A Sign on Day:

This event is held in early February each year. Hundreds of current and prospective members come to check out what's on offer, meet the tutors, catch up with friends over a coffee. It is an important event and all Tutors are urged to make themselves available. Even if your class is already well-attended, it is important to be there to support U3A and your Tutor colleagues.

You will be issued with a kit which will include brochures, membership forms, pens and enrolment sheets. The enrolment sheets are duplicated and at the end of the day you may retain the top sheet for your records and the duplicate should be given to the Secretary.

Tutor Expenses:

U3A HB is a wholly voluntary and not-for-profit organisation, and as such, Tutors are not permitted to receive any financial benefit by way of remuneration.

However, you should not be out of pocket as a result of your tutoring activity, and any reasonable class-related expenses, such as venue hire, equipment hire, consumable materials and photocopying can be recovered and reimbursed by way of a Class Tuition Fee to be paid by all class members.

A Class Tuition Fee, where applicable can be calculated as an upfront fee covering the duration of the course, or as an on-occurrence fee paid class by class.

Class members should be advised by their Tutor, at the commencement of the course, of the nature of any Tuition Fee and agree to this.

Tuition Fee funds are not to be allowed to accumulate, and any excess should be returned to class members in an agreed manner.

Tutors will be asked to discuss their Tuition Fee requirements with the U3A HB Course Coordinator before the commencement of the year or semester.

Copyright Reminder:

All materials required for class work will be subject to the normal copyright restrictions. Under the Act this means:

'Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an

infringement of the copyright in the work. It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical

Baya work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.'

U3A Hervey has a copyright licence in accordance with the above guidelines. U3A is classified as an Adult

Education entity. For further reference please check the web site: www.copyright.com.au sub-section 40 (2).

Publicity:

We are always on the lookout for interesting news items, achievements or quality photos that we can use for promotion and publication where appropriate. Tutors are reminded that all promotion or publicity for U3A activities must be approved by the Publicity Officer and the logo must not be used without approval. Please submit all promotional material for management and marketing approval prior to release. This includes all editorial, stories, hand-outs, brochures, posters, signage and videos. We reserve the right to make appropriate amendments and will work with you to get the best message out.

Promoting your Class:

Our Website: www.u3aherveybay.net

We encourage Tutors to make submit stories or information to our website. Tutors can post class programs, photos, reports, samples from writing classes; there are many possibilities. Email the webmaster if you are interested in giving this a try. It is a convenient but under-utilised facility of communication to members.

Our Facebook page: www.facebook.com/u3aherveybay

You are also able to submit items to our Facebook page. You can post photos, advertise coming events or report. Again you can email the Webmaster if you want to promote your group this way.

All about Venues

In General:

U3A classes are usually held at The University of the Sunshine Coast, Fraser Coast Campus. Other venues are available such as the Public Library or Neighbourhood Centre. The University provides the rooms free of charge but some other venues attract a fee. Tutors are requested as much as possible to hold classes at USC.

If you are using a venue which charges, U3A will pay 50% of the fee and class members are responsible for the balance.

If you are offering a course, the Course Coordinator needs to be advised of your wishes regarding days and times. This is so the University can allocate rooms which fit in with their teaching timetable.

If tutors wish to use another venue they are responsible for making the booking. Once your venue is confirmed, it is always a good practice to visit the venue well ahead of time to check that furniture, whiteboard etc. are adequate for your class.

If you are discontinuing your class, temporarily or permanently, please advise the Course Coordinator and also advise the Treasurer if you are using a rented (paid) venue. Continuing Tutors must confirm the class venue booking for each term with the Course Coordinator.

Equipment for Use in Classes:

If you wish to use the IT in rooms at the University you will need to obtain the password from the Course Coordinator. You will need to collect a key from the Administration desk at the University in order to obtain access to the IT facilities. This key should be returned after each class.

Training in the use of electronic equipment in the U3A USC Lecture Room can be arranged on request.

Tables and chairs are normally provided with the venue.

Tutors are responsible for seeing a venue is left as it was found and in a tidy condition. As the Tutor's priorities are primarily to be there for the class members, you may wish to appoint a volunteer from the class to undertake some of the administrative and/or furniture moving tasks.

Communicating with Committee

Communication:

Where possible, contact between tutors, the Course Coordinator and Committee should be via email, but most Tutors also provide a phone number if potential class members do not have email. The Course Coordinator works from her/his U3A computer at home. Please contact the Coordinator directly. Messages left with the Secretary do not always reach the Coordinator immediately.

Tutors should direct all questions or problems to the Course Coordinator.

Contact Details:

The latest contact details for the current officers—President, Course Coordinator, Secretary, Treasurer and others who can assist you, are located on our website. They are all happy to assist you.

Tutors' Meetings:

A Tutors' Meeting may be offered periodically to all Tutors. You are encouraged to attend for discussion of matters of common interest and as an opportunity to meet your colleagues. It is important for the RSVP to be received early by the Course Coordinator.

Tutor Luncheon:

At the commencement of the year, we hold a luncheon to thank all of our Tutors and discuss arrangements for Sign on Day.