



University of the Third Age – U3A

HERVEY BAY

Tutor Guide 2026

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Introduction from the Course Coordinator

Thank you for offering your time and effort to be a Tutor with U3A Hervey Bay. This guide contains information to assist you and ensure your tutoring is trouble free and compliant with necessary legal requirements. Please read the guide even if you are an experienced Tutor at Hervey Bay, as it contains some new information. This year we have transitioned to Member Wizard to manage our membership and courses. This online system will make management of your class and attendance records easier.

U3A runs entirely on the efforts of volunteers who bring interesting, educational and stimulating courses to our members. To achieve this, we rely on our team of dedicated Tutors who are vital to our existence. You are truly appreciated.

The Management Committee meets monthly and is there to support both our members and Tutors.

I hope you find Tutoring with U3A Hervey Bay a happy and rewarding experience.

If you have any issues with your classes or wish to make any changes, please contact me by email at:

coursecoordinator@u3aherveybay.net

Barbara Hall
U3A Hervey Bay
Course Coordinator

General

Some Tutors have been teachers or academics in their working lives and are familiar with learning institutions. U3A, however, is quite a different organisation. Many Tutors in U3A have not been teachers or academics; all are volunteers, and we value your life experiences, knowledge and enthusiasm for your subject or activity.

The Aims of Hervey Bay U3A

The overall aim of U3A Hervey Bay is to provide our members with mental and/or physical activity, social interaction and the satisfaction of a continuing contribution to our community. U3A enables our members to take up new interests and to extend old ones. We embrace the joy of learning for the sake of learning and this opens up new horizons for all Tutors and members. In U3A we enjoy the freedom of learning unrestricted by the requirements of a location or the desire for qualifications for career advancement. We draw upon the extensive life experience, skills and energies of our U3A members. We are a mutual-aid, self-help movement – a modern community of scholars and practitioners catering 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, which is usually held 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 our constitution may be obtained from 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 **and** 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.

Privacy

All information collected by U3A is protected from misuse, loss, unauthorised access, modification or disclosure. No personal information will be forwarded to another member or organisation without the member's express permission. Personal information collected is held in accordance with the requirements of the relevant Act, 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 regarding behaviour and treatment of each other. The Code of Conduct and Grievance Policy are both on our website.

As a Tutor you may choose 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 we are all volunteers. Should a situation arise where conflict is not immediately resolvable, please contact the Course Coordinator. Please also complete and send an Incident Report to the Secretary as soon as the conflict takes place.

Don't ignore it and hope it goes away.

Risk Management / Safety

As the class Tutor you 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 participants. You must avoid doing anything that exposes any class member to unreasonable risk of injury or loss. You should also avoid doing anything that exposes U3A to unreasonable risk of loss or liability. The Tutor's responsibility begins by selecting an activity for which the Tutor has the necessary skills and understanding.

- Know where the Evacuation Path and Assembly Point is.
- The location of First Aid Kits and AED machines
- If your class is not covered by a system of safety, eg. Cycling, then discuss Risk Assessments with the Course Coordinator.

If an evacuation occurs in your classroom please remember to take your class attendance list with you. This is a practical requirement to meet safety obligations.

Reporting Accidents or Incidents (form on our website)

For insurance purposes, Tutors are required to promptly report ALL incidents or accidents occurring in any class activity to the Secretary, who will enter it in the Accident/Incident Book kept in the Secretary's files.

Included in this report must be the nature of the incident, description of any injury, date, time and place of the incident. The names and contact details of any witnesses must be recorded. These records are essential should there later be 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.

What qualifications are needed to become a Tutor?

Tutors are fundamental to the success of U3A. The organisation is built on members sharing their interests, knowledge, and experience in a friendly, informal learning environment. Tutors are volunteers who lead groups because of their enthusiasm for a subject and their willingness to facilitate learning and discussion.

Formal qualifications are not normally required. However, tutors are expected to have a good general knowledge of their subject and to present it in a way that is engaging, inclusive, and appropriate for a peer-learning setting. The role of the tutor is to inform, encourage discussion, and support shared learning, rather than to provide professional instruction.

Health-Related Subjects

For groups covering health, wellbeing, or nutrition, tutors do not need professional qualifications, but additional care is required.

- Information provided must be factual, evidence-based, and consistent with mainstream practice.
- Sessions must be informational and educational, not clinical or therapeutic.
- Tutors must not give medical advice, diagnose conditions, or recommend treatments
- Tutors should make it clear that participants must seek advice from a qualified healthcare professional for personal medical concerns.

These guidelines help ensure that members are not put at risk and that U3A activities remain within appropriate boundaries.

Enrolling Students into Your Class

From 2026 U3A Hervey Bay is using Member Wizard for members subscriptions and the enrolment of students into the classes of their choice. Tutors can manage the class attendance and any communication with class members through the Tutor button in Member Wizard. You may access Member Wizard on your smartphone, iPad, tablet or desktop computer.

There are instructions to enable class members to print their U3A name badge and there are blank holders available on Sign-on Day or if you contact the Secretary or myself.

We will continue to hold our annual Sign-on Day in 2026. This event provides an opportunity for new members to join U3A, meet our tutors, and enrol in classes. Tea, coffee, and biscuits will be available, and it is a great chance to welcome and get to know new members.

All tutors are expected to attend Sign-on Day or arrange a suitable replacement if they are unavailable.

Sign-on Day will be held on Tuesday, 3 February 2026.

The event will be open to the public from 10:00 am to 12:00 pm. Tutors are asked to arrive by 9:30 am in the downstairs room at the RSL.

If a class member is absent for more than two sessions please find out if they have withdrawn from the class, as there may be a waiting list of others waiting to join.

Using Member Wizard

If you are assigned as a Tutor for one or more classes, an additional button will appear in the main menu of your Member Portal: 'Tutor Portal'.

- **View Students:** When you select a class and click **Students**, you can view enrolled and waitlisted students, including their contact information and emergency details.
- **Manage Enrolments:** You may remove students from the enrolled list, move students from the waitlist into the class, or transfer a student from one class to another.
- **Emailing Students:** Tutors may send emails to students enrolled in their class, as well as to those on the waiting list, using the system.
- **Attendance Sheets:** Tutors can record attendance directly in the system or print a paper attendance sheet for use during the class. Using a paper attendance sheet during the session is strongly recommended for the following reasons:
 1. It is quicker and easier to transfer attendance from a paper sheet into Member Wizard after the class, rather than recording attendance live.
 2. In the event of an evacuation or emergency, the paper attendance sheet will be required by emergency services to confirm who is present. This forms part of the tutor's duty of care, alongside the committee's health and safety responsibilities.
- **Print Lists:** You can print enrolment lists or a list of students on the waitlist. If you do not see the Tutor Portal option in your Member Portal, please contact your Administrator. Your course details are available on Member Wizard. Please check that this

is what you want to say about your course as it is your platform for promoting your class to members. Also verify the venue, dates, times, any excluded dates etc.

Tutor Expenses

U3A Hervey Bay 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 consumable materials and photocopying, can be reimbursed by a fee to class members. Class members should be advised at the commencement of the course of the nature of any fee and agree to pay this.

Copyright Reminder

All materials required for class work are subject to 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.”

U3A Hervey Bay has a copyright license in accordance with the above guidelines. U3A is classified as an Adult Education entity.

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 to the committee for approval prior to release.

Again, submit items for the Facebook page to the Secretary.

All About Venues

U3A classes are usually held at the University of the Sunshine Coast, Fraser Coast Campus. The University provides one room free of charge; other venues may charge a fee. This cost will be shared amongst the class participants and will be collected by your tutor. Class members must be advised of this fee by the tutor in advance of the class starting.

Tutors who wish to use another venue are responsible for making the booking. Once this is arranged and if there is a lease agreement this must be discussed with the Management Committee before your class begins.

If you are discontinuing your class, temporarily or permanently, please advise the Course Coordinator and if you are using a rented venue advise the Treasurer so the lease may be discontinued.

Equipment for Use in Classes

If you wish to use the University IT in the classroom you will need to obtain the password from the University office. This password changes regularly. Please make sure you get the current password.

Training in the use of the equipment at the U3A University lecture room can be arranged on request to the Course Coordinator.

If you intend to use your own device you will have to use your own mobile internet via hotspot on your mobile phone. There is no public WIFI at the University classroom.

Tutors are responsible for seeing that a venue is left as it was found and in tidy condition.

Tutor Lunch

At the commencement of each year, we hold a lunch as a thank you to Tutors and to discuss arrangements for Sign-on Day and the year ahead.

File Distribution and Malware Risk

Care must be taken to avoid unintentionally distributing malware to students through shared files, whether sent by email or uploaded to the class repository in Member Wizard.

To reduce risk, convert Word documents to **flattened PDFs** before distributing to students.

Creating a flattened PDF:

Windows: File → Print → **Microsoft Print to PDF**

(do *not* use 'Save As PDF' for Windows)

macOS: File → Print → **Save as PDF**

Give the students pdf's, not Word docs.

Confidentiality and Management of Student Records

Tutors are required to comply with the Privacy Act 1988 and the Australian Privacy Principles (APPs) when handling student records. All student records contain personal and sensitive information, including contact details such as phone numbers and addresses, and must be treated as confidential.

Tutors must ensure that access to student records is restricted to authorised personnel only. Personal information must not be disclosed, copied, or used for any purpose other than those directly related to tutoring duties.

All printed student records that are no longer required must be disposed of securely. Secure disposal includes shredding documents prior to disposal to prevent unauthorised access, misuse, or disclosure of personal information.