



U3A Dandenong Inc. ABN: 86 401 693 866

# **Tutor / Course Co-Ordinators Handbook U3A Dandenong Inc.**

## **Revision Table**

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## 1. Introduction

Welcome to Dandenong U3A.

We highly value your participation in our program. Without the contribution of voluntary Tutors and course coordinators, Dandenong U3A would not exist.

The U3A movement is a world-wide organisation. Each U3A is autonomous, but U3A Network Victoria acts as a coordinating and advisory body for all Victorian U3A's.

<https://www.u3avictoria.com.au/> This can be used as a tool to assist you.

U3A Network Advisory Group, also offer some Tutor/Group Leader courses/workshops from time to time that may interest you.

Our courses:

- Provide sharing of knowledge and skills
- Promote positive aging
- Support social participation

All tutors and course coordinators are voluntary workers. In recognition of this we ask our Tutors and course coordinators to pay half the annual membership fee. This entitles the Tutor or course coordinator to participate in other courses offered by Dandenong U3A

Some Courses do not have a Tutor as such and are led by a Course Co-ordinator who co-ordinates the administration requirements for running a course and shares the teaching/discussion leader role. These courses are where members share their skills with other members or are discussion groups where members take turns in leading the discussion.

For the purposes of this document and the UMAS system, the term Tutor includes all course coordinators. (UMAS is the membership system embedded in the web site used to manage memberships and course enrolments)

This document outlines the roles and responsibilities of the course Tutors and Co-ordinators.

## 2. Policies and Procedures

Dandenong U3A has a number of policies and procedures in place including the Members Handbook and the Tutor and Coordinators Handbook (this document).

Policies and procedures will be posted from time to time on the website, or circulated to members by emails, class notices, or the newsletter. The latest versions of all these documents are available on the web site.

If unsure about a particular policy or procedure, or you want to suggest a change, please contact the person who last updated the document (this is noted on the front page of the document) or the Secretary on [secretary@dandenong3a.org.au](mailto:secretary@dandenong3a.org.au).

All Policies and procedures are reviewed by the committee and approved prior to uploading to the dandenongu3a.org.au web site.

### 3. Communications

U3A communicates with members through:

- Emails;
- Information on the website [www.dandenongu3a.org.au](http://www.dandenongu3a.org.au);
- Class Notices to be presented by Tutors to their class. (These will also be emailed to all members)
- Newsletters

Those without email are encouraged to find an email buddy who will pass on the information contained in the Dandenong U3A emails in a timely fashion– usually a fellow member of a class they both attend.

Members can communicate with Dandenong U3A by:

- Email– email addresses for the various committee roles are available on the web site.
- Through their Tutor

Or

- Visit Paddy O’Donoghue office during office hours
- Phone during office hours

Current Office hours are shown on the web site. (Note, office hours may vary due to availability of volunteers)

### 4. Key dates:

Courses are held between first full week in February through to the end of the last full week in June, the second semester is from 4 weeks after first Semester ends through to last full week of November and for each Calendar Year. Some activities that are not held in venues may be conducted during semester breaks.

Details on exact semester dates and dates and times for courses can be found using the web site.

**Dandenong U3A does not operate courses at venues on public holidays:**

- March - Labour Day Victoria
- April - Good Friday, Easter Monday
- June - Queen’s birthday
- September- Grand Final Eve
- November - Melbourne Cup Day

We have a number of members who may observe other cultural holidays which fall on week days.

Those courses not requiring a venue may operate on Public holidays or in semester breaks at the discretion of the Tutor/Course coordinator.

## 5. Events

From time to time, events will be organized and promoted via email, in Class notices, the newsletter or on the website.

Events may include:

- Tutor lunch/meeting
- Annual General Meeting

All events must be notified well in advance to the Secretary and approved by the management committee.

## 6. Tutors' roles, responsibilities and rights, and Enrolments

U3A philosophy holds that all applicants for courses be treated fairly. Classes should not become de facto private clubs. Enrolments are accepted using the web site or at the Paddy O'Donoghue office. The computer system records enrolments in strict time order. No preference is given to students because of prior participation or as the result of personal associations. If there is a minimum skill requirement for a particular class, this requirement must be clearly set out in the course description. Tutors may exclude enrolees who do not meet the minimum skill requirement following an assessment of the relevant capabilities of that individual.

Tutors are encouraged to become familiar with the content on the [dandenongu3a.org.au](https://dandenongu3a.org.au) web site and the functionality of the UMAS system. In order to gain access to the Tutor specific functions available in UMAS, the tutor must select the Tutor/admin option when logging in from the [dandenongu3a.org.au](https://dandenongu3a.org.au) web site. Tutors can list the contact details of members enrolled in their course and send broadcast emails to these individuals. Useful procedures for Tutors on using UMAS can be found on the web site <https://dandenongu3a.org.au/tutor-and-volunteering/resources-for-tutors/>

### 6.1. Tutors Role

Tutors need to:

- Design their course; determine length of each session and allow time for breaks
- Decide on the minimum and maximum number of participants;
- Provide a course description;
- Develop or organise appropriate resources for the course;
- If necessary, assess applicants for the course if there are prerequisites;
- Deliver the course; and
- Seek feedback from course participants throughout the course and at its conclusion.
- Note courses generally do not have additional fees to be paid on enrolment. If there is a requirement for additional fees, the fee needs to be set in consultation with the committee (refer section 7.5.1)

## 6.2. Tutors Responsibilities:

- Be reliable, consistent in attendance and arrive promptly for course times, be accountable and committed;
- Contact the program coordinator if a cancellation is required and notify course participants. If you plan to be absent (eg. for a holiday), tutors are expected to make every effort to find a replacement Tutor (usually a class member) so that the affected classes do not have to be cancelled. (Further details see 7.7)
- Check that all members in their class who do not use email have an email buddy who will pass on general or course specific information distributed via Dandenong U3A email.
- Keep track of attendance with class roll.
- Contact any absentees that have missed a few weeks.
- Undertake the agreed program or course responsibly and ethically;
- Respect confidentiality; (don't share members contact details without their permission also (includes when photos are being taken that any who do not wish to be included in the photos are not included)
- Request support from class members and the organisation when it is needed;
- Value and support other volunteers;
- Ensure they are fully aware of all procedures / requirements concerning health and safety in particular, the Covid Management Plan for the venues they use, evacuation and emergency procedures; and comply with these procedures/ requirements
- Know the relevant policies such as copyright, taking photos and grievance procedures.

We pride ourselves on being a friendly and relaxed group. You will need to be inclusive. It is a good policy to introduce new members to the other course participants This helps to ease their path and leads to a better experience for all. It also recommended that you check they use email and if not assist them in finding an email buddy so they are informed of all email communications. ~~Some may also require a buddy to assist with signing in with QR codes.~~

It is essential that you maintain a certain, but agreeable, decorum during class. The ability to keep order rests on respect – respect for the Tutor and in turn respect for the course members. If disruptive individuals do not respond to your cautioning, they should be reported to the secretary.

## 6.3. Tutor Checklist:

The Tutor check list is used for all face-to-face courses held in venues, and needs to be completed with the relevant information and be readily available to the Tutor for every class. [This form is available on the web site – tutor resources.](#)

#### 6.4. Tutor Rights

Tutors have a right to:

- A healthy and safe work environment;
- Reimbursement of U3A associated out-of-pocket expenses; (refer 7.5.1 for details)
- Consultation and information on matters that directly and indirectly affect them as a tutor;
- Access to grievance procedures, if necessary; and
- Support from the committee to undertake their role as tutor.

#### 6.5. Tutor's Assistant

Tutors may wish to enlist the support of an assistant.

The assistant may:

- Check that name tags are worn;
- Ensure attendance is recorded and members are signed into venues;
- Assist with technology set up or operation;
- Ensure the room is left clean and tidy; and
- Report to the office when cleaning, first aid or tea and coffee supplies need replenishing.

## 7. Conducting Courses and the Membership System (UMAS)

### 7.1. The Program Coordinator

The Program Coordinator (who can be contacted on [program@dandenongu3a.org.au](mailto:program@dandenongu3a.org.au)) is responsible for

- The scheduling of classes,
- Allocation of rooms,
- Development of the overall program of courses.
- Determining the maximum size of classes, which will be set taking into account the preferences of tutors, and the safe capacity of rooms.

### 7.2. Enrolments

Enrolments are processed through the membership system (UMAS) which is accessed via the [Dandenongu3a.org.au](http://Dandenongu3a.org.au) web site. Any member seeking enrolment, who cannot be accommodated within the maximum class size will be wait listed for future vacancies. Tutors may choose to assess the proficiency of students to ensure that class enrolments are appropriate. However, if this is required, specific course requirements must be included in the course description. Tutors are not permitted to allow additional members to join their class without the member having been formally enrolled.

### 7.3. Rooms

Courses will have been allocated to specific rooms. Tutors are responsible for ensuring the

- set up of the rooms, (some rooms have the furniture set up already)
- lights and air conditioning are turned on and off,
- the rooms are to be left clean and tidy. All course members are expected to assist unless a member has volunteered to clean and tidy each time.
- Removal of any rubbish left in the room, whiteboards that have been used are cleaned and any equipment used returned to the storage cupboard and the cupboard is locked.
- Locking of doors and setting of alarms as required for the venue.
- the venue requirements for evacuation how to open and close the venue, and where the cleaning supplies, first aid kit and any other equipment is located are known.

If there are any problems with the venue, please report to the program coordinator who will contact the appropriate venue contact.

It is a complex task to construct the timetable and to ensure each class is assigned a suitable venue. Dandenong U3A has several venues available to it. Any request for changes to course venues and/or times must be discussed with the course Tutor and Program Coordinator. The Program coordinator will liaise with the relevant venue management, consider times and locations of other courses, cost of venue changes and any other impacts, before a proposed change can be approved. Due to these considerations, it may not be feasible to make the change requested.

Tutors will need to ensure that class noise does not adversely impact on other venue users.

### 7.4. Air conditioning and ventilation

Please note that many of the air conditioners do not draw in fresh air. The air conditioners are supplied for heating and cooling. Please make sure you know how to adjust heating and cooling. The Program Coordinator can provide assistance with this and they are the venue key contact for any maintenance issues.

### 7.5. Equipment and storage cupboards

Tutors are responsible for looking after the equipment used for their class and to ensure it is securely locked (*where locks are available*) in cupboards between classes. It is noted that some Tutors supply their own equipment and they need to ensure that it is maintained in good condition and is safe to use.



### 7.5.1. Equipment and Consumables costs

Tutors should ask students to supply or pay for any consumables used specifically for their course. The cost of consumables can be managed as a course fee in UMAS if the Tutor wants control over the consumables purchased or if the consumables are shared amongst the course members. The request for the introduction of a course fee **must** be done through the Program Coordinator and approved by the committee **before** the start of enrolments for the semester.

Tutors will need to seek approval from the management committee for the purchase of equipment or goods required for their course. Please contact the Program Coordinator to arrange for review and approval by the management committee. Once approved, invoices or receipts for the equipment or goods must be submitted to the Treasurer for reimbursement.

### 7.6. Attendance Sheets and Absences

Attendance sheets will be provided to Tutors by the UMAS Administration and Communications Officer or Program Coordinator. If there is a class waiting list then it is the responsibility of the tutor to monitor attendances and to provide appropriate warning to non-attendees before they are removed from the class list. Wait list management and removal of members from a class is done by Tutor request to the UMAS Administration and Communications Officer who will action in UMAS. A member has the ability to log into the membership system via the web site and request removal from a course. A member also has the ability to report an absence in the membership system which will send an email to the Tutor.

### 7.7. Tutor Absences

Ideally, tutors should arrange for another class member to cover the Tutor responsibilities for their course if they expect that they will be unable to lead a scheduled class. However, if this cannot be arranged, the Tutor must notify the program coordinator [program@dandenongu3a.org.au](mailto:program@dandenongu3a.org.au). and if necessary, the course can be cancelled for the period of the absence.

Tutors should take responsibility for notifying class members if a class is to be cancelled. This can be done through the UMAS email system online by logging in to the website and sending an email to all members enrolled in the course. Instructions are available in [Send emails – Enrolments](#). Alternatively the list of email address of members enrolled in the class can be copied from UMAS and a distribution list in your own email can be made, but you will need to make sure you keep this up to date with the latest enrolments. The program coordinator can assist if required.

If the tutor absence is prolonged then options include:

- A class member temporarily taking on all the Tutors responsibilities, (Note Tutor must ensure the class member who is substituting for them fully understands the Tutor Responsibilities)
- or
- a temporary tutor/ guest speaker being found and a class member taking on the tutor admin responsibilities (eg marking the attendance sheet etc)

### **7.8. First Aid**

As part of the Tutor checklist, Tutors should ensure that they know the location of the first aid kit and defibrillator which is available in most venues. Please check that a first aid kit is available and that members are briefed on emergency procedures at the venue. Please ensure that you have access to a telephone should an ambulance or other emergency services be required. Tutors are reminded that every accident, illness or incident that occurs at U3A activities, shall be documented. Tutors will need to complete an incident report. The incident forms are available on the web site and are to be emailed to the [president@dandenongu3a.org.au](mailto:president@dandenongu3a.org.au).

It is essential to immediately call “000” Emergency Services for an ambulance when symptoms such as; uncontrollable bleeding, cardiac arrest, heart attack or suspected heart attack (even if mild), unconsciousness, unresponsiveness, chest pain, suspected or fractured limbs or any other severe symptoms are present. When in doubt, always call an ambulance.

### **7.9. Member’s badges/name Tags**

Members are provided with name tags on joining after their membership fee is paid. They include emergency contact details. Members should wear their name tags at Dandenong U3A activities so emergency contact details are available easily if needed. Membership tags no longer have a date on them so will not be renewed each year. If an updated tag or new lanyard is required, they are available at the Paddy O’Donoghue (POD) office which is open when courses are being held at POD. (requests for new tags can be emailed to [admin@dandenongu3a.org.au](mailto:admin@dandenongu3a.org.au))

### **7.10. Communication with students**

Tutors can download details of their students from the UMAS system, and also use the system to send emails to all students enrolled in the course. Note that email replies will be sent to [umas@dandenongu3a.org.au](mailto:umas@dandenongu3a.org.au) unless another return address is entered.

Tutors may seek to publish presentations or reference material on the U3A website by contacting the Web Master. ([webmaster@dandenongu3a.org.au](mailto:webmaster@dandenongu3a.org.au)) Content will be reviewed by the Dandenongu3a committee for approval before posting on the web site. Please be aware that material published will be viewable publicly.

### **7.11. Copyright and photocopying**

A small amount (one chapter or no more than 10%) of another person’s work may be copied for educational and teaching purposes.

Photocopying is available. The office is usually open to coincide with class times at the Paddy O’Donoghue centre. (Refer to web site for details or email [admin@dandenongu3a.org.au](mailto:admin@dandenongu3a.org.au) for an appointment.

**7.12. Privacy policy**

Tutors must not circulate lists of students' details or give out information about particular students without having specific permission from the individuals involved. Should students decide to share their information, this is their prerogative.

The [Privacy Policy](#) is available on the dandenong3a.org.au web site

Tutors are required to read and sign a [Non-Disclosure Agreement](#).

**7.13. Taking photos**

Tutors must be aware that some members may not wish to be included in photos. Please make sure all know a photo is about to be taken and allow any who do not want to be included time to move out of the shot before taking the photo.

**7.14. Phone use in class**

Neither tutors nor students should receive or make calls during class. Please remind students to silence phones. Any urgent call should be taken outside the classroom.

We publish several newsletters during the year and only once a year, will we request a short article relating to your course for inclusion.

During the year the committee will endeavour to provide opportunities to display Dandenong U3A activities to other members and the public and we encourage members participate by displaying their work or demonstrating activities.