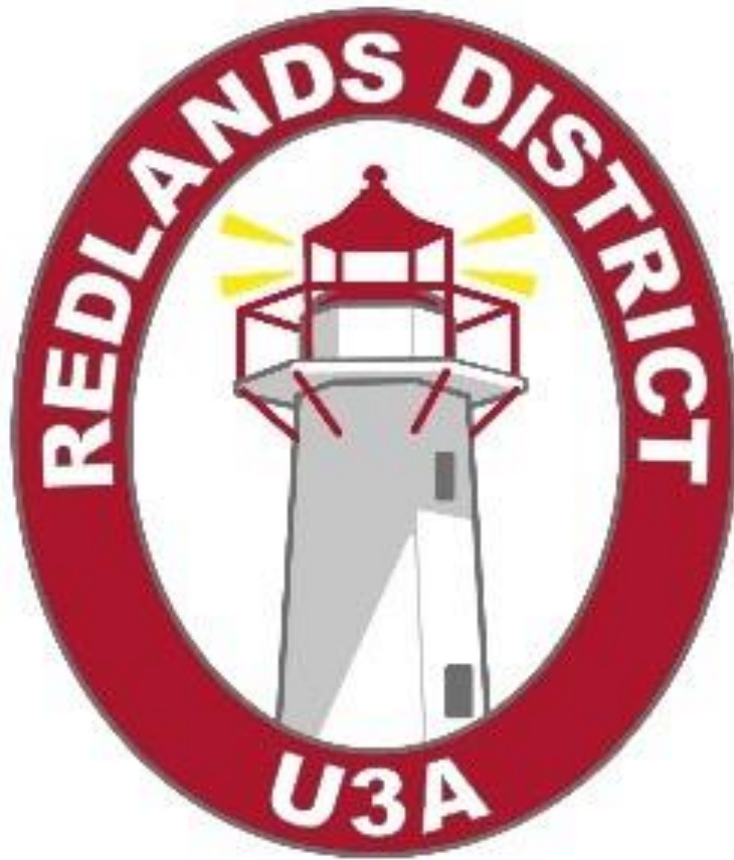


Learning for Pleasure



U3A Redlands Tutor Handbook

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U3A REDLANDS Contact Details

Postal Address:

PO Box 1231
Cleveland Qld 4163

Location:

Cleveland District State High School
Room F5
Russell Street
Cleveland

Office Hours:

Monday – Friday
9.00am to 12.00 noon during school term only
Closed on Public Holidays

Phone:

07 3821 3888

Email:

admin@u3aredlands.com.au

Website:

www.u3aredlands.com.au

Tutor Liaison Officer (Academic):

tutorliaisonacademic@u3aredlands.com.au

Liaison Officer (Leisure):

tutorliaisonleisure@u3aredlands.com.au

A) OVERVIEW

Thank you for volunteering your time and knowledge to become a Tutor/Co-ordinator. The term 'Tutor' is used in many U3A organizations worldwide to indicate the person responsible for a U3A class. Specifically, a 'Tutor' teaches a class where students learn new information. The term 'Co-ordinator' is used for a person who leads a group in carrying out their activity. Throughout this handbook, the term 'Tutor' is used to represent both Tutor and Co-ordinator.

If you have any suggestions for improving this handbook or for U3A Redlands in general, please contact a Tutor Liaison Officer.

Aims

The aim of U3A Redlands District Inc. is to provide members with the stimulus of mental and/or physical activity and the satisfaction of a continuing contribution to society. It offers the joy of learning for the sake of learning, opens up new horizons, unrestricted by the requirements of vocation or the need for qualifications, and it does so by drawing upon the extensive life experiences, skills and energies of the members. It is a mutual, self-help movement, catering primarily for people in the Third Age of their lives.

Management Committee

U3A Redlands District Inc. is run by a Management Committee, elected at the Annual General Meeting from the U3A members. All Committee positions are voluntary.

Constitution

U3A Redlands District Inc. is an incorporated association with a registered constitution as required by the Office of Fair Trading. The constitution can be found on our website.

Insurance

U3A Redlands has three insurance policies -

- Business Pack – Theft, Business Interruption, Public Liability, Products Liability. (Public and Products Liability limited to \$20 million)
- Association Liability – includes Professional Indemnity (limited to \$2 million).
- Group Personal Accident Policy – Volunteers are covered when engaged in voluntary work authorised by, and under the control of, U3A Redlands District Inc, including direct uninterrupted travel to and from such voluntary work.

Disclaimer

All participants in U3A Redlands courses and activities do so at their own risk. All U3A Redlands members agree, when registering, to abide by the Constitution and any terms and conditions or policies of U3A Redlands.

B) GUIDELINES FOR TUTORS

Term Dates

There are four terms in a U3A Redlands year, which coincide with school terms, usually 10 weeks each. It is up to the Tutor to decide if classes will be held during term breaks. Note that the U3A Redlands Office is NOT open during term holidays or public holidays.

Tutor Liaison Officer

The Tutor Liaison Officers liaise between the Tutors and the Management Committee. They assist new Tutors in getting their classes started, and will assist with any issues that may arise during the year. U3A Redlands has two Tutor Liaison Officers – Academic and Leisure.

Costs

- Tutors may not make any personal financial profit.
- A small charge may be made to students to cover administration costs, equipment costs and venue hire. This charge is calculated by the Treasurer in consultation with the Tutor.
- The Tutor may charge a small additional fee to cover incidentals such as photocopying and refreshments. All such charges must be documented for each class.
- If collected venue money is not sufficient to cover the hire cost, the Treasurer, in consultation with the Tutor, will charge a new agreed cost to students to cover the shortfall.
- Requests for more expensive resources for the use of the class must be made through the U3A Redlands Office.

MyU3A

“MyU3A” is an online membership management programme that U3A Redlands uses. It is accessed by going to the U3A Redlands home page and clicking on *Membership*, then *Login*.

- All members of U3A Redlands must enrol online through MyU3A (or have the Office staff assist them to do so). [Always ring the Office before going in.]
- Membership must be renewed EVERY year.
- Once online membership is completed, members can enrol in classes online (or ask their Tutor or the Office staff to do it for them).
- Any member can request training in MyU3A by contacting our trainer at: enquiries@u3aredlands.com.au.

Tutor Portal

- New Tutors will require extra training in MyU3A after which they will be able to access useful information about their course and students.
- From the U3A Redlands home page, select the heading “Tutors”, where you will find a list of all our Tutors, an Incident Report form and a copy of this Handbook. You will also find the topic “Tutor Portal”. By clicking on this and entering your ID and password (same as your membership login details), you will be taken into various screens that show details of your class/activity, a list of your students, roll marking options, an option to email your class, and other information.

Enrolling Students

- Tutors decide whether student numbers for their classes will be limited, how many students they will accept, and if there are any prerequisites.
- Once U3A Redlands members have paid their yearly membership fee, they may enrol in a class (numbers permitting).
- The Tutor must ensure that ONLY U3A Redlands members attend classes. At the first class for the year, the Tutor should check that each student in attendance has enrolled in MyU3A. The Tutor may do it for the student.
- If you need help in managing the problem of ineligible attendees, contact your Tutor Liaison Officer.
- A person may attend a class as a “guest” on one occasion before officially joining the class. If a person wishes to join your class and it is already at maximum capacity, they can enrol to go on a waiting list.

Attendance Records

- Tutors must mark the roll at each class. They can make up their own roll or print an ‘Attendance Report’ from MyU3A.
- If they keep a manual record, it must be copied and sent to the U3A Redlands Office at the end of each term. Otherwise, record the attendance online after each class.
- A list of student Emergency Contacts should be kept by the Tutor at each class. This can be printed from MyU3A. (Click on *Tutor Info* on the Class Profile page.)
- If you need to be absent from your class for an extended period, please discuss with your students whether the class will be cancelled for that time or if it can continue with another leader. Please inform the U3A Redlands Office or the relevant Tutor Liaison Officer of the contact details of your replacement.
- Outside speakers or instructors may be invited to your class for special talks or demonstrations. They do not have to be members. This allows our Tutors to source other expertise to enhance their classes. The invited guests may not attend other U3A Redlands classes unless they become members.

Venues

The U3A Redlands Office co-ordinates venues. It deals directly with the venue owner and pays the agreed hire fee. Venues are chosen based on cost and suitability for both Tutor and students. Your input regarding venues is welcome.

Please contact the U3A Redlands Office if there is any change to your usage of a venue, including change of time or cancellation of a class.

The collection of all monies to cover the rent should be recorded at each class when the attendance sheet is marked. The money is to be paid into the Bank of Queensland on a regular basis (as soon as possible):-

BSB: **124 025**
Account: **1054 5277**
Name: **U3A Redlands**
Reference: ***Name of course***

Tutor Responsibility at the Venue

- All safety practices must be followed (eg social distancing and use of sanitiser for COVID safety, when relevant).
- Ensure members know the location of toilets and emergency muster points, as well as First Aid Kits.
- At the conclusion of your class or activity, ensure the venue is left clean and tidy.
- Lock and secure all doors and windows if no other class follows.

Accident / Incident Reporting

All accidents and/or incidents must be reported – even minor ones. An Incident Report Form must be completed. These are available from the Office or can be downloaded from our website. Tutors should have one with them at every class. These are to be completed at the time of the accident/incident when all the people involved are present, to ensure no details are missed. The form must be emailed to the Office (admin@u3aredlands.com.au) as soon as possible after the accident/incident, or handed in at the Office. Should the person require admission to hospital, please advise the office/submit the report immediately.

Excursions

When an excursion or any other class activity is held at an alternative location, the date, destination, duration, etc, must be forwarded to the U3A Redlands Office prior to departure. This is for insurance purposes.

For excursions of several days' duration, the Tutor should ensure that participants' medical data are up to date and kept with the Tutor during the trip.

Photocopying and Copyright

For a nominal charge, small amounts of copying can be done at the U3A Redlands Office. Contact the Office beforehand to determine a convenient time.

U3A Redlands District Inc is subject to copyright law. Be aware of, and comply with, copyright restrictions that may relate to any materials you copy.

A copy of the Australian Copyright Act 1968 is available in the U3A Redlands Office for your guidance.

Privacy

Only personal information that is necessary for the effective operation of U3A Redlands will be collected from members. Such information 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 organization 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.

Letters of Support

Tutors may be approached by external parties for “Letters of Support” for various projects being held in the community. Any support given to any ventures by any groups under the auspice of U3A Redlands, must be directed to the U3A Redlands Office, as it will need to be put forward to the U3A Redlands District Inc. Management Committee for authorization.

Conflict Management

From time to time, a problem, such as disruptive behaviour, may arise within your class. First, speak with the student, and if the situation cannot be easily resolved, contact the Management Committee, who will apply the Complaints Handling Procedure. A copy of this is on our website.

C) COMMUNICATION

- Our U3A Redlands website should be checked regularly for information about our organization and the latest course information.
- A U3A Redlands Newsletter is published each month. It is placed on our website and is emailed to each member. Printed copies are available from the Office. The Newsletter contains up-to-date information about our organization. Before you start as a Tutor, you will be asked to write a brief description of your course to be included.
- The Tutor News is a quarterly information sheet prepared by the Tutor Liaison Officers, sent to Tutors via email at the beginning of each term. Please read this carefully and pass on any relevant information to your students.
- More news can be found on our Facebook page at:
<https://www.facebook.com/www.u3aredlands.com.au/>
- U3A Redlands courses and other news are sometimes advertised in the local paper and on the local Bay FM 100.3 Community Radio.

Communication between Tutors, Tutor Liaison Officers and Management can be via email or phone. If matters can be resolved by Office Staff, such as a change of class time or change of venue, contact the Office first. *(Refer page 2 for contact details.)*

Open Day

Each year in January, we hold an Open Day where any interested person can find out more about U3A Redlands and the courses available. New and continuing members can enrol on this day. Tutors are encouraged to attend and to display their course or activity.

Tutor Forum

Once a year, a Tutor Forum is held where all Tutors and Co-ordinators are invited to come together to increase their knowledge of U3A and to share ideas.

D) OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENT POLICIES

From time to time, new legislation is passed by the government that affects the way in which we are required to conduct ourselves. Where possible these instructions will be forwarded to our membership. Make sure the following are carried out:

- At your first class, ensure all members are advised of the process taken in the event of an emergency, and the whereabouts of the closest exit door/s and assembly/muster points. Any new members joining your class during the year should be informed of these procedures.
- In line with U3A Redlands policy, from 2022 (until further notice), Tutors must check proof of (COVID 19) vaccination and record this on their Attendance Record and send it to the U3A Redlands Office. This must be checked for each new student attending.
- All class participants should be aware of the location of the nearest First Aid Kit.
- If an emergency situation arises, call Triple Zero (000). Emergency situations would include (but are not limited to) a suspected heart attack, stroke, unexplained fainting, serious injury, severe pain or blood loss. Also phone the Emergency Contact of the injured person.

You, the Tutor, Are Responsible for Safety

As a member of a group activity, your primary concern is 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 person to unreasonable risk of injury or loss.

You should avoid doing anything that exposes U3A Redlands to unreasonable risk of loss or liability.

It is, however, appreciated that you cannot predict all the hazards that will be encountered with an activity, nor can you be aware of participants' particular skills and limitations. Your responsibility therefore, as Tutor, begins in selecting an activity for which you have the necessary skills and understanding.

Remember, an Incident Report Form must be completed for all accidents or incidents, and sent to the Office as soon as possible.

E) CODE OF CONDUCT

Purpose

This Code of Conduct has been compiled to establish acceptable ethical and legally compliant standards of conduct for all members of U3A Redlands District Inc. when involved in U3A activities.

The intention of the Code of Conduct is to provide guidelines to allow efficient, lawful and harmonious interaction between the Executive Committee, Tutors, Members and any other organization you have dealings with on behalf of U3A Redlands District Inc.

Scope

All members and Tutors of U3A Redlands District Inc are requested, under the Code of Conduct, to behave at all times in a way which upholds the following standards:

- Behave with honesty and integrity
- Act with care and diligence when dealing with members and other members of the public
- Treat everyone with respect and courtesy, and without harassment
- Avoid discriminatory behaviours with respect to ethnicity, culture, gender, sexuality, religion, age or disability
- Avoid behaviours that are inappropriate, disruptive, or intimidating or that would breach the rights of others to participate in U3A activities
- Comply with all Australian Laws
- Comply with any lawful and reasonable direction given by anyone who has authority to give direction
- Use U3A Redlands District Inc. resources in a proper manner
- Observe strict confidentiality of organizational and membership information
- Behave in a way that upholds the values and good reputation of U3A Redlands District Inc.

Guidelines

To understand if I am conducting myself in a correct manner, I should ask myself –

- Is it legal?
- Have I exercised “Duty of Care” (i.e. taken responsibility to avoid placing myself and others at risk of injury)?
- Will I be proud of what I have done?
- Are my actions consistent with U3A Redlands District Inc. Constitution and By-laws?
- Do I think it is the right thing to do?
- Would I accept the same from others?