

# Learning for Pleasure



## *U3A Redlands Tutors' Handbook*

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## U3A Contact Details

### Postal Address:

P O Box 1231  
Cleveland Qld 4163

### Location:

Cleveland State High School  
F5, F Block  
Russell Street  
Cleveland Qld 4163

### Office Hours:

Monday – Friday  
9.00 am to 12 noon during school term only  
Closed on Public Holidays

### Phone:

07 3821 3888

Email: [admin@u3aredlands.com.au](mailto:admin@u3aredlands.com.au)

Website: [www.u3aredlands.com.au](http://www.u3aredlands.com.au)

### OVERVIEW

The term 'Tutor' is used in many U3A organisations worldwide to indicate **the person responsible** for a U3A class. U3A Redlands likes to give its Tutors the freedom to operate with as much autonomy as possible within the organisation's guidelines and laws. This handbook is written with a view to assist you with your classes.

The information contained within this booklet comes 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 classes. We would, however, welcome any suggestions that we can embrace to improve our organisation. We are an organisation of volunteers with diverse backgrounds and this knowledge should be utilised to make our life richer.

### Aims

The overall aim of U3A Redlands District Inc. is to provide the members with both the stimulus of mental/physical activity and the satisfaction of a continuing contribution to society. It will offer the joy of learning for the sake of learning, open up new horizons, unrestricted by the requirements of vocation or the desire for qualifications, and it will do so, principally, by drawing upon the extensive life experience, skills and energies of the members. It is a mutual aid, self-help movement – a modern community of scholars, catering primarily for people in the Third Age of their lives.

### Management Committee

U3A is run by a Management Committee, elected annually at the AGM from the membership of U3A. All Committee positions are voluntary.

### Constitution

U3A Redlands District Inc. is an incorporated association with a duly registered constitution as required by the Department of Fair Trading. Copies of the constitution can be obtained at our office, or online at [www.u3aredlands.com.au](http://www.u3aredlands.com.au).

### Insurance

U3A has two separate insurance policies through our broker.

- Business Pack – Theft, Business Interruption, Public Liability, Products Liability
- Association Liability – includes Professional Indemnity

Public and Products Liability limited to \$20 million.

Association Liability (includes Professional Indemnity) limited to \$2 million.

For further details of the above, contact the Executive Committee.

### GUIDELINES FOR TUTORS

#### Costs

- Tutors/ coordinators may not make any personal financial profit
- A small charge to cover administration costs, equipment costs and venue hire, may be made. This charge is calculated by the Treasurer in consultation with the tutor/coordinator
- The tutor/coordinator may make 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 hire, 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 Office prior to purchase

#### Enrolling Students and Attendance Records

Tutors decide whether student numbers for their classes will be limited and how many students they will accept at their classes.

All U3A Members are issued with a receipt and a membership card when they have paid their yearly membership.

- Prospective students should show you their current year membership to ensure they are financial
- The attendance sheet must be marked each class
- Attendance sheets must be sent to the Office at the end of each term
- It is **your responsibility, as Tutor**, to ensure that **ONLY** U3A members attend. If you need help in managing the problem with ineligible attendees in your class please contact your Tutor Liaison Officer
- It is acceptable for a student to be a “guest” on one occasion prior to officially joining your class
- If a student wishes to join your class and it is already at maximum capacity, it is suggested that you may like to add their name and contact details to a waiting list so you can contact them when a vacancy becomes available

#### Membership of outside Speakers, Instructors and Trainers

People may be invited as instructors, speakers or trainers for U3A Redlands Inc. classes without becoming members. This allows our Tutors to source outside individuals to address their classes. Instructors/trainers/speakers who are not members cannot attend other classes.

### Back-up Tutors/Co-ordinators

In some instances such as holidays or illness, you may need to be absent from your class for an extended period. Please discuss with the course co-ordinator and students the option of the course continuing with a back-up tutor/co-ordinator in your absence. Please inform the U3A Office or the relevant Tutor Liaison Officer of all the relevant contact details for your replacement.

### Disclaimer

Please note it is important that you understand that all participants in U3A Courses and activities do so at their own risk.

### Venues

As our organization has grown larger it is now necessary for the U3A Office to co-ordinate and organize venues. You are encouraged to actively assist us in suggesting a suitable venue as this is an important consideration. We endeavour to choose the least expensive but suitable venue to both tutor and students.

### Venue Rental

In accordance with our accounting and audit responsibilities, the U3A office will deal directly with the venue owner, and will pay on invoice, for the hall hire at a monthly or other agreed interval. The hire agreement will be the responsibility of the U3A office and the venue management. The individual tutors will not be asked to sign any lease agreements. It is important that you contact the Office if there is to be any change to your usual usage of a venue, including change of time or cancellation of a class.

The collection of all monies by the tutor for the covering of rental, should be recorded each class and the attendance sheet marked. The money is to be paid into the Bank of Queensland.

We ask that you pay this money into the **Bank of Queensland** on a regular basis:

**BSB number 124 025**

**Account Number 10545277**

**Name – U3A Redlands**

(At the bottom of the slip) – **Is this a third party deposit ? - YES**

Put here the **name of your Course (max 12 digits). Use an obvious abbreviation if necessary.**

The Office will advise you, should a situation arise, when monies collected by you do not cover the venue rental and in this case, you will be advised if you need to increase the fee charge to students. Please bank your money as soon as possible.

### **Tutor Responsibility at the Venue**

- Please ascertain the location of First Aid Kits, Toilets and Emergency Muster Points
- Please convey this information to all your students at the start of the first class
- Ensure that at the conclusion of your class or activity that the venue is left in a neat and tidy condition
- Lock and secure all doors and windows if a class is not immediately following yours

Should a Venue Manager require evidence of our insurance, in the form of a Certificate of Currency, this can be obtained from the U3A Office.

### **Accident / Incident Reporting**

All accidents and/or incidents must be reported – even the most minor incident should be detailed on an Accident/Incident form. These are available from the office and also on our website. Make sure you have one with you for every class. These should be completed at the time of the accident/incident when all the people involved are present so as to ensure that no details are inadvertently missed. This form must be handed into the office or emailed as soon as possible after the accident/incident.

### **Excursions**

When an excursion or any other class activity to an unscheduled location is undertaken, the date, destination, duration of excursion, etc. must be forwarded to the office for insurance purposes prior to departure. For excursions of several days' duration any medical requirements of the participating group should be recorded and kept with you, the Tutor, for the trip. For privacy reasons, these medical records should be sealed in individual envelopes and only opened if required, e.g., diabetics, allergic reactions.

### **Photocopying**

Small amounts can be done on the Office copier for a small charge. It is important that you ensure that you telephone the Office Administrator beforehand to ascertain when it is convenient to go the office to do your photocopying. Remember that the U3A is also subject to copyright law. For details about this enquire at the Office.

### **Copyright**

Please ensure that you are aware of and comply with the normal copyright restrictions that may relate to any materials copied by you or your students.

A simple definition of copyright is that it is a bundle of rights in certain creative works such as text, artistic works, music, computer programs, sound recordings and films. The rights are granted exclusively to the copyright owner to reproduce the material and, for some material, the right to perform or show the work to the public.

Copyright owners can prevent others from reproducing or communicating their work without their permission or may sell these rights to someone else. It should also be noted that copyright does extend to most materials, web text, photographs, etc that are found on the Internet.

If you require further assistance, a copy of the Australian Copyright Act 1968 is available in the U3A 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 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.

### Term Dates

There are four terms in a U3A year which coincide with the usual school terms, usually 10 weeks each. It is up to you to decide whether to continue your classes during the term breaks.

**Please Note:** The Office is not available during public holidays and term holidays.

### 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, must be sent to the U3A Office as they will need to be put forward to a U3A Committee meeting for authorisation.

### Communication

The quarterly **Newsletter** is available online at [www.u3aredlands.com.au](http://www.u3aredlands.com.au). This contains up to date information including any changes to courses for the next term. You will be asked to write a very brief description of your course to be uploaded. Should you wish to make any changes, you should contact the Office.

The **Tutor News** is a monthly information sheet for Tutors, sent to you via email about the middle of each month. We ask that you read this carefully and if it contains information for your students please pass this on.

Printed copies of the Newsletter and Tutor News are available at the office.

All contact between Tutors, the relevant Tutor Liaison Officer and Management should be via email or telephone. **Please note:**

- the Tutor Liaison Officers do not work from the U3A Office; however
- if the matter can be resolved via the Office Staff, such as a change of class time or change of venue; contact details are:
  - at the office Monday to Friday 9.00 am to 12 noon – school term ONLY
  - by telephone on 07 3821 3888
  - via email at [admin@u3aredlands.com.au](mailto:admin@u3aredlands.com.au)

Your Tutor Liaison Officer's contact details are in the current newsletter, otherwise contact the office.

### Conflict Resolution

From time to time a problem such as disruptive behaviour may arise within your class. You are asked to follow the following steps in dealing with this.

1. The Tutor communicates with the student in the first instance and attempts to solve the problem
2. If unable to do this the Tutor seeks guidance from the Course Co-ordinator (if there is one)
3. The Tutor contacts their Tutor-Liaison Officer
4. If the Tutor and the Tutor Liaison Officer are unable to resolve the issue, the Tutor Liaison Officer will bring the matter in writing to the attention of the U3A Committee or Executive Committee
5. The Committee or the Executive Committee will make the final decision

### ENROLMENT DAY AND PUBLICITY

In January of each year we hold an Enrolment Day where Tutors are encouraged to attend and display their course or activity. As often as possible U3A courses may be advertised in the local paper and on the local BAYFM radio. Most importantly, our website is updated daily.

You will also receive your monthly emailed Tutor News which contains relevant information for Tutors/Co-ordinators. We ask that you convey any relevant information from Tutor News to your students. If you would like additional advertising for your course/activity please ring the Office.

### 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.



Under Occupational Health, Safety and Environmental legislation, you should be aware of the following requirements:

### **Emergency Procedures**

At the start of your initial classes, you must ensure that all class 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. Additionally new members joining classes in the interim period should also be informed of these procedures.

### **Smoking Rules**

Smoking is only permitted in designated areas and as applied in Queensland, i.e. not indoors or in public access areas.

### **Calling an Ambulance:**

Call Triple Zero **(000)** for all emergencies. You could be required to call an ambulance where there is, but not limited to, the suspicion of a heart attack, stroke, unexplained fainting, serious injuries, severe pain or trauma or severe blood loss.

### **Location of First Aid Kits**

All class participants should be aware of the location of the nearest First Aid Kits. Remember an Incident Report must be filled out for all accidents or incidents and sent to the Office immediately.

### **You, the Tutor are Responsible for Safety**

As a member of a group activity, 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 person, including other participants in an activity, to unreasonable risk of injury or loss.

You should likewise avoid doing anything that exposes the U3A 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 may 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.

### CODE OF CONDUCT

#### Purpose

This Code of Conduct has been compiled to establish acceptable ethical and legally compliant standards of conduct for all members and Tutors 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 organisation 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 showing respect and courtesy to all
- 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 organisational 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" (ie 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?