U3A learn laugh live
Sunshine Coast

Tutors Handbook

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U3A SUNSHINE COAST INC
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Welcome to U3A Sunshine Coast Tutor community

Thank you for volunteering to be a Tutor with U3A Sunshine Coast.

U3A stands for the University of the Third Age – our members have mostly retired from the workforce or are preparing for their next life in retirement.

Our courses and activities are conducted almost entirely by volunteer Tutors who bring interesting, informative and stimulating life experiences to our members.

U3A Sunshine Coast has been part of our community for 40 years and our Tutors are essential to our ongoing success.

A managed organisation

U3A Sunshine Coast is a not-for-profit organisation. It is a voluntary organisation, run for members by a Management Committee, elected by and from the membership of U3A.

The Management Committee has a dedicated Tutor and Course Coordinator supporting you and your courses and activities.

If you have any issues or questions regarding conducting your course or activity, you should contact the Tutor and Course Coordinator.

Support

This handbook contains information regarding your role as a Tutor and what you need to know to assist you in running your course or activity smoothly.

I recommend this handbook to you and I hope you find Tutoring with U3A Sunshine Coast a happy and rewarding experience.

Mike Loftus
President
U3A Sunshine Coast

1. Becoming a Tutor

U3A Sunshine Coast uses the term 'Tutor' because 'Tutor' is used in most U3A organisations worldwide to refer to members who volunteer to conduct courses and activities for our members.

U3A Tutors do not need to have formal qualifications. As a Tutor, you are generously sharing your knowledge, expertise, organisational skills, life experience and passion with our U3A community.

Some courses and activities involve sharing knowledge and learning new skills, while others require only leading, such as our U3A lecture series, or facilitating or co-ordinating group activities, such as a sport or an exercise class.

There are no "exams" or "tests" for courses or activities. Members choose courses and activities for self-improvement and social support in their retirement.

Some Guidelines

All courses and activities require the approval of the Management Committee. The Tutor and Course Coordinator will help you with this administrative process.

When your course is accepted by the Management Committee, Tutors mostly operate autonomously, in that you can:

- Set the day for your course/activity
- Decide on the session time for your course/activity and the structure of each session
- Decide the duration of your course/activity eg one day, one week, term or semester
- Decide on attendance numbers ensuring venue fees can be met.

2. Getting started

A prospective Tutor contacts us to offer a course or activity for members. There is a quick registration of interest form on our website home page, enquire here or you can phone the U3A Sunshine Coast Office on 07 5430 1123.

You will be put in touch with Tutor and Course Coordinator and you will be asked to provide a short statement on the nature of your course or activity, preferred attendance times, length of course, numbers of participants, preferred venues or localities, etc.

If you are a first-time U3A Tutor, or an established Tutor offering a new course, we will assess your course or activity, assist you with a venue, if necessary, set the fees for the venue, and then your course or activity will be referred to the next Management Committee meeting for approval.

NOTE: Tutors need not be members of U3A Sunshine Coast. If you are only offering a course or activity and not wanting to take part in any other course or activity, you can apply to the Management Committee to be an Honorary Member. Our Tutor and Course Co-ordinator can assist you with this.

When your course is accepted by the Management Committee, you will be invited to a Tutor Induction meeting to run through your role, responsibilities and administration requirements as a Tutor. Established Tutors are also welcome to attend the Induction courses as a refresher.

U3A Sunshine Coast has been using an online web-based membership software, called U-MAS, for the past 10 years. Members join and enrol in courses and activities online and Tutors have special access to run your own courses. You will receive a copy of the U-MAS User Guide for Tutors when your course or activity is accepted by the Management Committee in your Getting Started Pack from the Tutor and Course Coordinator.

The U-MAS User Guide for Tutors is also available online here. You will also be asked to complete a Course Description form to be added to the Course section.

Setting up your course/activity

Your course or activity will be listed on the course/activity page on U-MAS. This is your platform for 'advertising' your course/activity, so your entry should be inviting, clear and concise.

As soon as your course/activity is set up in our online management system (U-MAS) on the Courses lists online and advertised to members, members who are interested can apply.

For all Tutors, we will also assist you if you need to:

- Cancel or discontinue your course for any reason
- Extend your course during vacations, between semesters or terms.

NOTE: Changing from the standard Term or Semester period requires prior approval by the Management Committee.

Promoting your Course

U3A Sunshine Coast uses social media to promote our organisation. Your course and activities make interesting news items, achievements or quality photos for promotion and publication. You are encouraged to provide the Social Media Manager with stories with photographs to promote your course(s).

3. Members enrol into your Course/Activity

When your course or activity is advertised, members will be informed and they can enrol using the U-MAS online system. Here you can see the list of those applying for your course or activity.

Many Tutors have course size limits, some have prerequisites and have a wait list.

Enrolment is strictly on a first-come basis. Some prospective members may wish to contact you directly, either by email or phone to find out more about your course. However, Tutors are asked to follow the online enrolment process. You should NOT advise any member that they can simply contact you and they will be accepted.

Some administration requirements

Before your course or activity starts, you will be given access to the Tutors section of U-MAS where you can print out documents you need to run your course or activity.

You will need an Attendance Record Sheet for each Term or Semester as it is the main administrative document which records when members attend courses. You are asked to send these forms to the U3A Office at the end of each Term.

You can also print out your participants' emergency contact details.

You can also use the Tutor email function to email your participants directly.

4. Running your course/activity

You should be familiar with the following aspects of running courses at U3A Sunshine Coast.

Course/activity duration

We offer courses and activities on an 8-week Term, 16-week Semester or annual basis. Our calendar is based on four terms or two Semesters each year.

If you wish to run your course between semester and term breaks, or on a day or week basis, you must advise us before the start of your course: this is so that course fees can be adjusted to cover venue fees, and to make note of this for insurance purposes.

NOTE: Again, all special arrangements need to be approved by the Management Committee.
If this is not done each time, you might not be covered by U3A insurance.

Attendance

All Tutors are asked to keep an Attendance Record Sheet for insurance purposes. Attendance Record Sheets should be lodged with the U3A Office at the end of each Term or Semester.

You can print an Attendance Record Sheet online for your course/activity when you log into U-MAS. Your Attendance Record Sheet is system-generated for you and shows the dates of your course and the members who have enrolled for the course and paid the venue fees, if applicable.

Everyone attending your course must be a paid member of U3A Sunshine Coast. We also accept members visiting from other U3As.

Casual Visitors

U3A Sunshine Coast allows interstate and international visitors to the Sunshine Coast who are financial members of other U3As to be granted temporary membership of $5, paying pro rata for the number of weeks they attend a particular course. Full details are available from the U3A Office.

If you are approached by a U3A visitor and you do not have a waitlist, then you can accept them to your course or activity. They need to contact the U3A Office to pay a $5 administration fee, and a pro-rata venue fee for the number of weeks they attend your course.
NOTE: U3A visitors can attend for one Term.

Try before you enrol option:

If members are unsure that your course will suit them, we offer a *Try before you enrol* option where they may attend twice before enrolling in your course/activity.

NOTE: this option is only available to current members and you should only offer it if there is a vacancy and you have been informed and agree.

Absences

If you are going to be absent and another member is going to be 'Acting Tutor', you must notify the Secretary so that the name of your substitute can be noted to ensure they are covered for insurance purposes.

Absentees

Please ask your course members to advise you if they intend to be absent from any course sessions. You may exclude any course member who will be away for two consecutive sessions without apology. This is particularly relevant when you have a waiting list for the course.

Name Badges

All members are encouraged to wear a U3A name badge at all courses and activities. It is important for you, as the Tutor, to know the names of your members and they should be able to identify their fellow members.

It is recommended that members print their name badge from their online membership profile. You can assist your members; they need to go to their online 'My Membership' profile and select 'Name Badge' and print their badge. Emergency contact details are included on the rear of these name badges.

Badges can also be ordered from the U3A Office at a cost of $10.Emergency contact details are NOT included on these badges.

Guest Presenters

Tutors may invite outsiders to give a lecture/demonstration/talk but no payments may be made. To ensure that they are covered by our insurance policy, you must advise the Secretary [link] each month of any non-member presenting to your course or activity so that they can be registered as an Honorary Member for the period of their participation. You need to record them on the Attendance Record Sheet.

Refund Policy and Procedure

U3A has a policy for members requesting a refund of venue fees. Refunds will be given for the following:

Tutor Action - Course Cancelled

If a course has been cancelled before the beginning of term owing to the Tutor being unavailable, enrolled members can apply for a refund. They should contact the Tutor and Course Coordinator giving name, membership number, the class number and bank account details. Refunds can only be processed through a direct debit into a bank account. Refunds will be paid within 21 days of the request.

Course Withdraw

If a Tutor withdraws from a class during the course duration, enrolled members can request a refund if the remaining fee is $20.00 or more, worked out on a pro-rata basis. They should contact the Tutor and Course Coordinator giving name, membership number, the class number and bank account details. Refunds can only be processed through a direct debit into a bank account. Refunds will be paid within 21 days of the request.

Member Action - Change of Mind

If a member has changed their mind and wishes to withdraw from a class, refunds will only be given prior to the commencement of the class at the beginning of the term or semester, and with a venue fee over $30. They should contact the Tutor and Course Coordinator giving name, membership number, the class number and bank account details. Refunds can only be processed through a direct debit into a bank account. Refunds will be paid within 21 days of the request.

Transfer from one course or activity to another

Members may transfer from class to class, if the Tutor advises there is a vacancy. Members are advised to enrol in the new class without paying the venue fee and then advise the Treasurer by email of the transfer. The following information must be provided: name and membership number, course number withdrawing from and the new course enrolled in. If the value of the new course is less than the initial course a refund will only be given if the difference is $20 or more. Refunds can only be processed through a direct debit into a bank account. Refunds will be paid within 21 days of the request.

Partial discount of fees

If a member is joining a yearly course or activity during the year, a pro-rata discount may be applied if the course is of a value above $30.00. The member needs to enrol and then contact the Treasurer to apply for the required discount.

Special Circumstances refunds

Special Circumstances refunds may be given in a situation which is totally outside the control of the member making it impossible for them to attend or participate in their intended course.

The member should apply, in writing by email, to the Tutor and Course Coordinator giving the reason for the request, for the Management Committee to determine.

5. Safety, Venues and equipment

The safety and wellbeing of our members is of paramount importance. Tutors should encourage health, safety, and wellbeing practices in your courses and activities.

You have the authority not to proceed with any class or activity you consider unsafe, and you are required to uphold safety, health, and wellbeing standards, including reporting incidents such as bullying, stress, and harassment.

Venues and equipment

Courses and activities are conducted in many locations across the Sunshine Coast, including private homes. All Tutors are asked to ensure that facilities and equipment used are appropriate for the course or activity and are in good condition.

You should conduct a quick safety audit every time you enter the venue or activity location to check for hazards that have the potential to injure people. Should the venue and/or equipment be unsafe, you should decide whether or not the matter can be rectified or the course or activity can proceed. You should also report the problem to the Tutor and Course Coordinator.

Some classes are conducted in private homes. In this case you still have a duty of care, which is no different from the same common law, day to day duty, that you have with any visitor who comes into your home. Here are some requirements that should be attended to:

- Hold Public Liability insurance
- Put controls in place to limit the likelihood of an accident. This may include removing electrical cords to prevent trip hazards, keeping animals outside the house or in another room, and checking seats for sturdiness.
- Communicate emergency procedures.
- Consider access requirements for people with a disability or physical impairment.
- Provide toilet facilities.
- Provide drinking water.

Excursions

Excursions outside of the usually scheduled venue must be approved by the Management Committee in advance.

You need to advise the Tutor and Course Coordinator of the date, destination, and duration of the excursion and they will raise your request with the Management Committee.
NOTE: Excursions must be at no cost to the organisation.

6. Medical Emergencies

Familiarity with Emergency Procedures

In the event of an emergency, Tutors are required to take responsibility and respond appropriately, according to the seriousness of the situation.

You are expected to know the emergency procedures and the emergency evacuation process specific to your venue.

It is essential that you ensure all participants in your course or activity are also aware of these procedures, promoting a safe environment for everyone involved.

Medical Information and Emergency Contacts

Members should be encouraged to carry with them medical information, including emergency contact numbers, to be accessed in the event of an emergency.

You should remind members to carry this information on them. Emergency contact details can be included on the rear of the name badge members can print at home. See Section 4 Name Badges.

You can also print emergency contact details for your participants when you print your Attendance Record Sheet. This allows you to quickly access important contact information if needed.

First aid training
U3A Sunshine Coast will fund the cost of First Aid training if you wish. Training can be carried out by either the external provider of U3A Sunshine Coast's choice or a certified provider of your choice. It will be up to you to book the course, pay the fee upfront and request reimbursement when you have your certificate.

We also provide each Tutor with an approved first aid kit.

High risk activities
For high-risk activities, tutors should appoint a safety officer to monitor and report hazards related to facilities, venues, practices, or participant abilities.

All members are expected to follow safety instructions and accept the tutor's guidance regarding their physical capabilities or participation in the class or activity.

Everyone is responsible for ensuring their actions do not harm themselves or others and should promote a supportive atmosphere.

Responding to serious Incidents
If a serious incident or accident occurs and immediate medical assistance is required, Tutors should call for an ambulance without delay.

For emergencies in U3A rooms at the Uni SC call SafeUniSC on 07 5430 1168. University staff will handle the coordination of ambulance services and direct them to the appropriate location.
For emergencies at all other venues, dial 000.

Reporting an accident or incident
All Tutors are required to promptly report each incident or accident, using the Accident/Incident Report to the Secretary with a copy to the Tutor and Course Coordinator as soon as practicable within 24 hours of the accident/incident occurring.

You should include the type of incident or accident; a description of injury, date, time and place; and details of any witnesses. This information is essential for contact and support to the affected member(s), for follow-up investigation(s) and to instigate necessary remedial action(s).

You will find the Accident/Incident form in the "Tutor Forms" section of this Handbook on Page 12, or on the U3A website.
NOTE: Report Forms must be appropriately signed**.**

7. Assistance for Tutors
Tutor Expenses
While our Constitution precludes any Tutor or other volunteers receiving financial benefit from serving U3A, you should not be out of pocket because of tutoring duties.

You can claim course-related reasonable expenses, and travel by car between your home and course can be reimbursed.

Expense claims over $100 will need to be approved by the Treasurer. Please provide the Treasurer with your bank details for payment so that reimbursement can be made directly to your bank account.

Download and email the online Expenses Claim Form, to the Treasurer to submit your claim at the end of each Term or Semester.

Insurance
U3A Sunshine Coast has three types of insurance cover either purchased through and with the QLD Network or from our Broker.

- Business Insurance including Professional Indemnity and Association liability
- General and Products Liability which includes our Public Liability insurance
- Volunteer Workers Group, personal accident insurance.

Our Public Liability is $20,000,000, our Products Liability is $20,000,000, our Professional Indemnity is $5,000,00 and for Volunteers Workers Personal Accident Insurance, there is a $50 000 limit for any one accident and limits for particular injuries.
NOTES:
We do not cover all members in our policies – only volunteers, tutors and office-bearers.

Specific conditions about any of these policies are available to members to peruse. However, policies must be read in full, in conjunction with their schedules. For further details please contact the Secretary [insert link]

Although we maintain Public Liability insurance this does not mean that injuries or losses by members are automatically covered. For U3A Sunshine Coast to claim on its insurance, we must have a legal liability for the accident or incident.

In all case, we are anxious for all concerned that such accidents and Incidents are avoided.

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

Venues
We have a Venues Officer who co-ordinates the venues where courses and activities are held at venues on the Sunshine Coast.

Venues have different charges and conditions. Some venues, eg Libraries and courses held in Tutors' own homes, are free.

We aim to get the best possible venues for our courses and activities, taking into consideration convenience of location, quality of facility and cost.

We subsidise many of the venues so that our members pay the minimum amount possible.
NOTE: Fees for the same venue may vary during the year, and from course to course, depending on the number of participants and length of the course.

When your venue is confirmed, you should visit the venue well ahead of time to check that the audio-visual equipment, consumables and furniture are adequate for your needs. If additional resources are required, please contact the Equipment Officer.

If you need to collect keys, please ensure this is done well in advance of the commencement of your course or activity.

In general, a venue should be left as it was found and in a clean and tidy condition. Tables and chairs are normally provided with the venue. You are responsible for ensuring these are re-stacked at the close of each session if required by the venue.

You should notify us if you are discontinuing your course, temporarily or permanently, if you are using a rented (paid) venue.

Continuing Tutors must confirm your course or activity venue booking for each term or Semester with the Venues Officer.

Equipment for Use in Courses and activities
We have an Equipment Officer, who can provide equipment for your courses or activities on request. You are responsible for its care and you should advise if maintenance/repair is required

U3A Sunshine Coast Lecture Room
If you use the U3A Sunshine Coast Lecture Room, you can be trained to use the electronic equipment on request to the Equipment Officer.
NOTE: You are responsible for ensuring such equipment is secured in the lecture room cupboards after each session.

Other venues
Please consult the manager of your venue if you wish to keep U3A equipment on site during the duration of your course or activity.
NOTE: you should inform the Equipment Officer if any U3A audio-visual equipment or items borrowed such as laptops are lost or damaged.

Photocopying

Photocopier
Tutors have access to a Photocopier at the U3A Office, to copy preparation material and handouts. This service is free of charge.

You can access the printer/photocopier during office hours (9am to12 noon, Monday to Friday, during Term time). Ask at the office for access into the Tutors' Room where the photocopier is located.

The Tutors' code for the photocopier is: **32658**. There is a book located next to the photocopier where you register details of your copying.

You can also email the U3A Office asking for materials to be copied.

Copyright

Every Tutor is reminded that all materials required for course work will be subject to the normal copyright restrictions. U3A Sunshine Coast is classified as an Adult Education entity and has a copyright licence in accordance with the Copyright Act 1968.

Under the Copyright Act 1968, this means: 'Where making a copy of a work is a fair dealing under section 40 of the Act, 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 publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10 percent of the total number of pages, or one chapter, is a reasonable portion.'

Recognition - Tutor & Volunteer Luncheon

U3A Sunshine Coast is a volunteer-run organisation. At the end of Semester 2 each year, the Management Committee hosts a luncheon to thank all volunteers (Tutors, Office Volunteers, and special event volunteers), for the efforts they make to U3A Sunshine Coast.

Online Tutor Forms

- **Accident/Incident Report** which must be filled in by the Tutor as soon as possible after the event and sent to the Secretary, with a copy to the Tutor and Course Coordinator.
- **Expenses Claim**, downloaded and emailed to the Treasurer.

U-MAS System User Guide for Tutors

There is a handy guide to U-MAS available for tutors here. You will also receive a copy of this guide when your course or activity is accepted by the Management Committee in your Getting Started Pack from the Tutor and Course Coordinator.

8. Who's who – Key Contacts for Tutors

President - president@u3asunshine.org.au

Tutor and Course Coordinator – courses@u3asunshine.org.au

Treasurer- treasurer@u3asunshine.org.au

U-MAS - systems@u3asunshine.org.au

Venues – venues@u3asunshine.org.au

Equipment - equipment@u3asunshine.org.au

Social Media – social@u3asunshine.org.au

Office – u3aoffice@u3asunshine.org.au