



**GLEN EIRA**  
UNIVERSITY OF THE THIRD AGE

# **Tutors' Handbook 2017**

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# **Background to Glen Eira U3A**

## **Purpose of Glen Eira U3A**

Glen Eira U3A aims to:

- Provide classes and activities for persons of the Third Age Generation who wish to develop knowledge and skills;
- Conduct educational, recreational and social programs for its members;
- Encourage all members to contribute their time and talents to assist with the running of the U3A and to volunteer as tutors or class leaders; and
- Operate as a learning co-operative to offer life-long learning opportunities and promote healthy ageing in a friendly and enjoyable environment.

## **History of Glen Eira U3A**

Glen Eira U3A has been offering classes to the over 55s since 1987. In 1998 we moved to our current site which had previously been the Glen Huntly Bowling Club. Over the years, our members have been very active in obtaining Government and Council support, and this has resulted in Glen Eira being one of the few U3As to own its own premises.

Our current, purpose-built building was opened in 2010, with a membership of about 650. This number has increased markedly over the following years. We owe a huge debt of gratitude to our long-standing members for their determination, dedication and tireless efforts in making this building a reality.

In 2016, Glen Eira U3A offered 256 courses to over 1000 members.

## **Venues**

Glen Eira U3A's main venue is located at 1151 Glenhuntly Rd, Glen Huntly. However, some courses are provided in other community facilities:

Carnegie Library (Boyd Room) - 7 Shepparson Avenue, Carnegie

Ormond Senior Citizens' Centre - 2 Newnham Grove, Ormond

Caulfield Senior Citizens' Centre - 8 Cedar Street, Caulfield South

Ormond Uniting Church - 264 Booran Road, Ormond

Theosophical Society - 664 Glenhuntly Road, South Caulfield

## **Policies**

Glen Eira U3A has a number of policies in place. Policies will be advertised from time to time in the newsletter, on the website or on noticeboards. If unsure about a particular policy, please contact the Secretary.

## Communication within U3A

U3A communicates with members through:

- Regular newsletters which are available from the website or from the reception desk;
- Information on the website [www.gleneirau3a.org.au](http://www.gleneirau3a.org.au) ;
- Occasional emails;
- Noticeboards; or
- Notices placed in rolls.

Members can communicate with Glen Eira U3A by:

- Mail to PO Box 286 Glenhuntly VIC 3163
- Visit 1151 Glenhuntly Rd, Glen Huntly
- Phone 9572 0571
- Apologies and general enquiries to [reception@gleneirau3a.org.au](mailto:reception@gleneirau3a.org.au)
- System issues or change of details to [smmsadmin@gleneirau3a.org.au](mailto:smmsadmin@gleneirau3a.org.au)
- Official email to [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au)

## Calendar 2017

Key dates in 2017 are listed below:

6 February	Courses commence
1 – 16 July	Mid year break
24 November	Classes finish

Glen Eira U3A does not operate on public holidays:

13 March	Labour Day
14 April	Good Friday
17 April	Easter Monday
25 April	Anzac Day
12 June	Queen's Birthday
29 September	AFL Grand Final Day
7 November	Melbourne Cup Day

Some members may observe Jewish holidays:

11 – 12 April	Pesach
18 April	Pesach
31 May – 1 June	Shavuot
21 – 22 September	Rosh Hashana
30 September	Yom Kippur
5 - 6 October	Sukkot
12 October	Shmini Atzeret
13 October	Simchat Torah

From time to time, events will be organized and advertised in the newsletter, on the website or on noticeboards. Events may include:

- Tutor briefings
- Melbourne Cup Day
- Open Day
- Art show
- Choir concerts
- Etc.

## **Tutors' roles, responsibilities and rights**

### **Role**

Tutors need to:

- Design their course, taking account of the principles of adult learning;
- Decide on the minimum number of participants;
- Provide a course description;
- Develop or organise appropriate resources for the course;
- Set, and or collect, any additional fees 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.

### **Responsibilities**

Tutors have responsibility to:

- be reliable, accountable and committed;
- undertake the agreed program or course responsibly and ethically;
- respect confidentiality;
- request support from class members and the organisation when it is needed;
- value and support other volunteers;
- ensure they are fully aware of all issues concerning OH& S and in particular, evacuation and emergency procedures; and
- know the relevant policies such as copyright, taking photos and grievance procedures.

### **Rights**

Tutors have a right to:

- a healthy and safe work environment;
- reimbursement of U3A associated out-of-pocket expenses;

- consultation and information on matters that directly and indirectly affect them as a tutor;
- access to grievance procedures, if necessary; and
- support to undertake their role as tutor by orientation and professional development opportunities.

## **Tutor's Assistant**

Tutors may wish to enlist the support of an assistant. The assistant may:

- check that name tags are worn;
- ensure the roll is signed by those present;
- assist with technology set up or operation;
- ensure the room is left clean and tidy; and
- if using an external venue, organize tea or coffee supplies.

## **Course coordinators**

The course coordinators are Maggie Moulds and Merv Barnett. There is also a computer course coordinator.

The course coordinators are responsible for the scheduling of classes, allocation of rooms, development of the overall program of courses and promotion of courses.

## **Class operations**

### **Class membership**

The maximum size of classes will have been set taking into account the preferences of tutors, but also the safe capacity of rooms.

Enrolments are done through a computerised system. The reception desk will provide tutors with rolls recording the members enrolled. 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, specific course requirements should 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.

Any person attending the main campus who is not enrolled needs to register at the reception for permission to observe a class or tour the building. For courses

run off-site, tutors should decide whether they are happy for the class to be observed, but should not allow participation in active exercise sessions.

## **Rooms**

Courses will have been allocated to specific rooms. Tutors are responsible for setting up the rooms, turning lights and air conditioning on and off, removing any rubbish left in the room, cleaning whiteboards that have been used and returning any equipment.

Tutors will need to ensure that noise does not interfere with other classes operating concurrently.

The demand for rooms is very strong, so tutors will need to ensure that they vacate rooms quickly to allow the next class to set up.

## **Off campus classes**

Some courses are run in local government facilities.

Tutors will need to obtain a key from the Healthy Aging Officer, Glen Eira Council on 9524 3800.

Tutors are responsible for the use and maintenance of the venue. 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 will need to complete and lodge an incident report with the office if any incident happens at an off campus venue.

## **Equipment**

Glen Eira U3A has a range of equipment that can be booked from the office. Tutors should check equipment before commencement of the session.

## **Name tags**

Members are provided with name tags each year which include emergency contact details. It is a requirement that name tags be worn at all times.

## **Rolls**

For courses conducted in the main building, tutors should collect the roll from the tray in front of the office as they arrive for their course, and return it at the end of the session.

For courses based elsewhere, tutors will be provided with the roll prior to commencement of the course. If members have been absent without apology



for three sessions, tutors should contact the office to check whether apologies have been advised to the office and recorded in the black folder.

All members present must sign the roll. Apologies will be recorded by the reception desk or may have been advised to the tutor. Any member absent without apology for three consecutive classes may be removed from the class by the office, and the next waitlisted member invited to attend. Tutors can be given the contact details of the wait listed member to determine their level of skill is suitable to the course.

## **Collection of additional fees from students**

If there are additional costs for transport or materials used by students, tutors should collect the additional fees and directly pay invoices.

## **Tutor absences**

Tutor absences should be notified to the office on [smmsadmin@gleneirau3a.org.au](mailto:smmsadmin@gleneirau3a.org.au) .

Tutors should take responsibility for notifying class members if a class is to be cancelled. For large classes, it may be desirable to set up a telephone tree for this purpose.

If the tutor is unable to contact any member, the tutor may request that the office assist.

If the absence is prolonged then options include:

- class members engaging in temporary self-help, or
- a temporary tutor being found.

## **Communication with students**

Tutors can download details of their students from the SMMS system, and also use the system to send emails to all students in the course. Note that email replies will be sent to [smmsadmin@gleneirau3a.org.au](mailto:smmsadmin@gleneirau3a.org.au)

Tutors may seek to publish presentations or reference material on the U3A website by contacting the webmaster. Please be aware that material published will be viewable publicly.

## **Sharing personal information**

Tutors must not circulate lists of students' details or give out information about particular students without having specific permission from the individuals involved.

However, should students decide to share their information, this is their prerogative.

## **Copyright**

A small amount of another person's work may be copied for educational and teaching purposes.

## **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.

## **Taking photos**

Tutors must obtain the approval of students before taking class photos.

## **Support Services**

### **Office**

The office is open:

Monday to Friday            9.30 am to 3.30 pm

Friday                         9.30 am to 2.30 pm

The office maintains member records, provides course rolls, and records apologies.

Photocopying is available. Copies intended for students are charged at 10 cents per page or 15 cents double sided. Colour copy costs can be provided on request.

Management Committee members or designated members open and close the building each day, and are available to discuss and resolve any significant issues. Please contact the reception desk in the first instance.

### **Kitchen facilities**

At the Glen Huntly campus, a kitchen is provided. Self-serve tea and coffee is available for a small donation. Plates and cutlery are available for use by course groups. Please follow the signs in relation to dirty dishes and waste.

Volunteers will organise dishwashing.

At other venues, tutors will need to check arrangements and may need to supply tea and coffee.

## **Parking**

Restrictions apply to parking at the Glen Huntly campus. If you drive sometimes, you should obtain a U3A annual parking permit from the office.

If you need to park for up to 2 hours, you may park anywhere in the Woolworths car park. But if you are parked directly in front of the U3A fence, display your U3A parking permit.

If you need to park for up to 3 hours and you have a disabled sticker, you can park anywhere in the Woolworths car park.

If you need to park for up to 3 hours but don't have a disabled sticker, you can request a 3 hour permit from the reception desk and display it in your car. You must return the 3 hour permit before you leave.

If you need to park for more than 3 hours, you should park in front of the U3A fence and display your annual U3A permit.

## **Maintenance of facilities**

The Glen Huntly campus is maintained by the committee of management. Any concerns about facilities can be directed to the President at [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au) .

Cleaning is done through a commercial contract. Gardening is done by volunteers.

## **Key contacts**

Details of the Glen Eira U3A Management Committee are provided on the noticeboard.

The key contacts for tutors are:

General enquiries, photocopying, rolls and apologies received – Reception desk

Scheduling of courses and enrolments – Course coordinator

Assistance with using the SMMS system – Office staff

Request for committee to approve a purchase – Secretary

Payment or reimbursement for approved expenditure - Treasurer

## **IT System**

Glen Eira uses the SMMS System to enrol members in courses and to record tutors and volunteers. A guide to printing lists of students and sending emails to students is available on request.

For advice and assistance, contact office staff.

## **Expenditure and reimbursement**

Tutors should ask students to supply or pay for any consumables used in the course.

Tutors may seek approval from the management committee for the purchase of equipment or goods required for their course. Please contact the Secretary to arrange for approval by the management committee. Once approved, invoices or receipts should be submitted to the Treasurer.

## **First aid**

Tutors should ensure that they know the location of the first aid kit. In the main building, this is located in the kitchen. Contact reception if someone trained in first aid is required.

## **Incident reporting**

Tutors are reminded that every accident, illness or incident that occurs at the U3A campus, or other venues used by U3A, shall be documented. Forms are included in class rolls. The completed form, including the names of witnesses, shall be forwarded to the Secretary of Glen Eira U3A within 24 hours.

## **Medical incidents**

In the case of a collapse or serious injury, the tutor or office shall ring the ambulance on 000. The next of kin shall also be notified.

In the case of illness, the ill member should advise how they wish to be assisted.

If there is an incident which may raise potential medical issues, the member shall be encouraged to consult their own doctor.

## **Fire and emergency evacuation**

Information on fire and emergency procedures is provided inside the course roll.

In the case of fire or emergency, tutors should direct members to evacuate by the quickest and most direct route. In the main building, the assembly areas are the front car park, or exit via the back gate to the area adjacent to the rail line. Once evacuated, tutors should check the roll to ensure everyone is safe.

## **Insurance**

Glen Eira U3A is insured with the Victorian Managed Insurance Authority. Anyone making a claim for injury sustained at Glen Eira U3A should advise the secretary on [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) and will be provided with a VMIA claim form.

## Disputes

Any disputes between members must be notified to the secretary on [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) .

## Key contact details

Position/Role	Name	Phone	Email
President	David Neufeld	0400 279 846	<a href="mailto:president@gleneirau3a.org.au">president@gleneirau3a.org.au</a>
Secretary	Del Stitz	9528 5495 0409 525 085	<a href="mailto:secretary@gleneirau3a.org.au">secretary@gleneirau3a.org.au</a>
Treasurer	Jo Brown	0401 845 754	<a href="mailto:treasurer@gleneirau3a.org.au">treasurer@gleneirau3a.org.au</a>
Course coordinator	Maggie Moulds	9578-1141 0423 187 033	<a href="mailto:course-co-ordinator@gleneirau3a.org.au">course-co-ordinator@gleneirau3a.org.au</a>
Garden coordinator	Monique Nugent	0491 139 380	
Newsletter coordinator	Heather Hudson	9568-3117	<a href="mailto:newsletter@gleneirau3a.org.au">newsletter@gleneirau3a.org.au</a>
Reception coordinator	Marian Dunstan	9571 7107	
Reception		9572 0571	<a href="mailto:reception@gleneirau3a.org.au">reception@gleneirau3a.org.au</a>
Office staff and IT enquiries	Peter Froment, Sue Cooze	9572 0572	<a href="mailto:SMMSadmin@gleneirau3a.org.au">SMMSadmin@gleneirau3a.org.au</a>
Events	Annette Clark	0439 523 961	
Duty committee roster	Stephen Au	9563 3938 0409 694 782	