



GLEN EIRA
UNIVERSITY OF THE THIRD AGE

Tutors' Handbook 2020

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Background to Glen Eira U3A

Purpose of Glen Eira U3A

Glen Eira U3A aims to:

1. To provide educational, social and recreational programs and activities which promote lifelong learning for members of the Third Age Generation.
2. To create an environment that encourages participation, mutual co-operation and social equality, without reference to qualifications, assessments, awards or distinction between those who teach or lead and those who participate.
3. To participate in local community programs, advocating for, and celebrating, the capabilities and potential of mature-aged people and their value to society.
4. To support and promote the University of the Third Age movement.

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.

Venues

Glen Eira U3A's main venue is located at 1151 Glenhuntly Rd, Glen Huntly. The main building includes:

- Three linked green rooms
- Computer room
- Red room
- Gold room
- Art room

The studio building includes:

- Purple room
- Pink room

However, some courses are provided in other community facilities:

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

Caulfield Park Sports Club – 280A Balaclava Rd, Caulfield Nth

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

Duncan McKinnon Reserve – cnr Murrumbeena Rd and North Rd,
Murrumbeena

Elsternwick Croquet Club – 27 Parkside St, Elsternwick

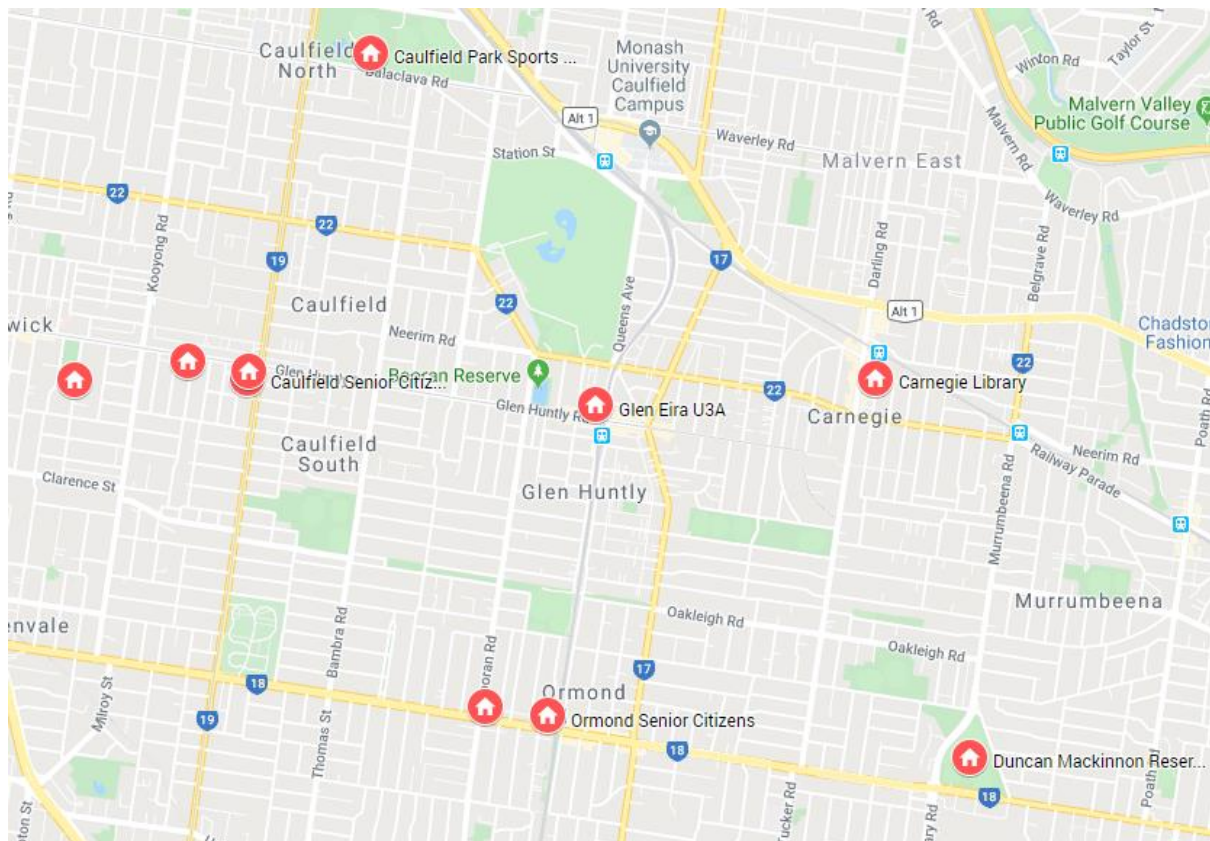
Dynamite Dance Centre – Level 1, 760 Glenhuntly Rd, Sth Caulfield

Ormond Senior Citizens' Centre - 2 Newnham Grove, Ormond

Ormond Uniting Church - 264 Booran Road, Ormond

Theosophical Society - 664 Glenhuntly Road, South Caulfield

Venues are marked below:



Capacity of rooms and venues

LOCATION	ROOM	USUAL MAXIMUM ENROLMENTS
Caulfield Park Sports Club 280A Balaclava Rd, Caulfield Nth		50
Caulfield Senior Citizens 8 Cedar Street, Caulfield South	Card Room	50
	Dining Room	12
	Main Hall	100
Duncan McKinnon cnr Murrumbeena Rd and North Rd, Murrumbeena	Committee Room	20
Elsternwick Croquet Club 27 Parkside St, Elsternwick		6
Glenhuntly Campus 1151 Glenhuntly Rd, Glen Huntly	Art Room	14
	Gold Room	14
	Green Room 1	14
	Green Rooms 1-3	70
	Green Rooms 2-3	50
	PC Room	10
	Pink Room	14
	Purple Room	14
	Red Room	14
Dynamite Dance Centre 1/760 Glenhuntly Rd, Sth Caulfield		25
Ormond Senior Citizens 2 Newnham Grove, Ormond	Main Hall	50
	Card Room	21
Theosophical Society Library 664 Glenhuntly Road, South Caulfield		20

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 on secretary@gleneirau3a.org.au .

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 ;
- Occasional emails;
- Noticeboards; or
- Notices placed in rolls.

Members can communicate with Glen Eira U3A by:

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

Calendar 2020

Key dates in 2020 are listed below:

3 February	Courses commence
29 June to 10 July	Mid-year break
20 November	Classes finish

Glen Eira U3A does not operate on public holidays:

9 March	Labour Day
10 April	Good Friday
13 April	Easter Monday
25 April	Anzac Day
8 June	Queen's Birthday
25 September	AFL Grand Final Day
3 November	Melbourne Cup Day

We have a number of Jewish members who may observe Jewish holidays which fall on week days:

10 March	Purim
9 April	First day of Passover
2 May	Yom Ha'Shoah
29 May	Shavuot
30 July	Tisha B'Av
28 September	Yom Kippur
10 October	Shmini Atzeret

Events

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

- Tutor briefings
- Member briefings
- Open Day
- Annual General Meeting
- Art show
- Choir concerts
- Recorder concerts

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

Tutors' roles, responsibilities and rights

Enrolments

The U3A philosophy means that all applicants for courses are treated fairly. Classes should not be allowed to become de facto private clubs.

Enrolments are accepted online or at reception. The computer system will record enrolments in strict time order. No preference is given to students because of longevity in the course, or for friendship reasons. If there are skill requirements for courses, then they must be specified in the course description and tutors may exclude enrolees who do not meet the advertised requirements following assessment.

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 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 management committee appoints course coordinators in some areas each year. There is one overall course coordinator (who can be contacted on course-co-ordinator@gleneirau3a.org.au). There is usually 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.

Air conditioning and ventilation

Classrooms in the main campus are supplied with air conditioning. Please note that air conditioners do not draw in fresh air. In the main building ventilation is supplied through vents, and in the studio (purple and pink rooms) by opening

and closing windows. The air conditioners are only supplied for heating and cooling. Air conditioners and ventilation equipment are serviced regularly.

If you need assistance with adjusting heating and cooling, please seek help from reception.

Off campus classes

Some courses are run in local government facilities.

Tutors will need to obtain a key from the Healthy Ageing 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 check the apology emails they have received from students and, if necessary, 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. If future absences are known, members may record them in 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 wait-listed 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

Tutors may agree with the office that additional course fees are required for consumables for the course. They can be listed for the course and collected at the time of enrolment. Tutors need to speak to the Treasurer to receive the additional fees collected from members.

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

Tutor absences

Tutor absences should be notified to the office on smmsadmin@gleneirau3a.org.au.

Tutors should take responsibility for notifying class members if a class is to be cancelled. This can be done through the SMMS system online by logging in to the website and sending an email to all members enrolled in the course.

Instructions are available in the Tutor System Guide.

If the tutor is unable to contact a member and an email or phone call is required, the tutor may request that the office assist.

If the tutor 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 unless another return address is entered.

Tutors may seek to publish presentations or reference material on the U3A website by contacting the Secretary. 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 3.00 pm

Friday 9.30 am to 3.00 pm

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

Photocopying is available. There is no longer a fee for photocopying.

Management Committee members or designated members open and close the building each day. One committee member is on duty each half 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 at no cost. 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

Glen Eira U3A has ownership and control only of the parking spaces **directly** in front of the U3A fence and labelled accordingly as U3A. All other parking spaces are controlled by Woolworths, who have contracted with a private provider, Secure Parking Pty Ltd. The terms and conditions are displayed at the entry to the Woolworths car park, and related signage limits parking at Woolworths to 2 hours. Through a special arrangement with Woolworths, U3A reception can provide Woolworths permits to members that can be displayed for periods up to 3 hours in the Woolworths car park.

If you drive to U3A 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 to attend U3A, you can request a 3 hour Woolworths 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 only park in front of the U3A fence and display your annual U3A permit.

Any fines issued by Secure Parking Ltd are the responsibility of the owner.

Please note that there are three spaces in front of the fence to the far left-hand side that are restricted to authorised volunteers only. Those authorised have a special permit. The three spaces are allocated one to reception volunteers, one to back office volunteers and one to tutors selected by the management committee who are involved in tutoring for three hours or more on specific days, but whose classes commence after 9.30. Eligible tutors will be approached directly and provided with passes to display.

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.

During the last three years, major maintenance has included refitting the studio to provide two classrooms, improving ventilation in the main building and recarpeting the building.

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 class limits – 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. The cost of consumables can be included in the enrolment fee by arrangement with the office.

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 above the fridge. A defibrillator is installed on the wall in reception and is simple to use. A video that demonstrates its use is on the website.

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 should ring the ambulance on 000. The emergency contact recorded on the badge should 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 should 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 area is the front car park. 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 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 .

Key contact details

Position/Role	Name	Phone	Email
President	Del Stitz	95285495 0409 525 085	president@gleneirau3a.org.au
Secretary	David Collier	0431 244 652	secretary@gleneirau3a.org.au
Course Coordinator	Chris Perera	9557 1842 0409 963 945	course-co-ordinator@gleneirau3a.org.au
Treasurer	Jo Brown	0401 845 754	treasurer@gleneirau3a.org.au
Newsletter coordinator	Heather Hudson	9568-3117	heathflo@iinet.net.au
Reception roster coordinator	David Collier	0431 244 652	
Reception		9572 0571	reception@gleneirau3a.org.au
Office staff and IT enquiries	Peter Froment,	9572 0572	SMMSadmin@gleneirau3a.org.au