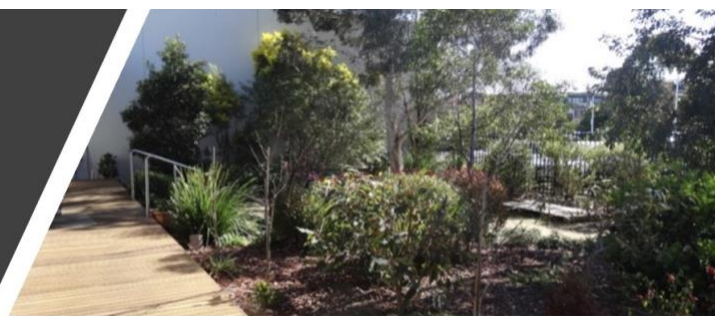


# TUTOR HANDBOOK 2023



This 2023 Tutor Handbook is a guide for new and continuing tutors. It has summary information on conducting your course, room and venue information and for using UMAS (our U3A Membership Administration System) for reports, course information, course dates, emailing students, monitoring enrolments and reporting absences.

Although all work for Glen Eira U3A is voluntary, this Handbook also alerts you to your legal obligations as well as less serious reminders and tips for conducting courses.

- You will find more in-depth information on the Glen Eira U3A website at [gleneiraU3A.org.au](http://gleneiraU3A.org.au)
- You can log in with your member number and password to gain tutor access including enrolments and reports. On the website, select LOGIN, Tutor/Admin.

Feedback on improving this Handbook is always welcome. Let the Course Coordinator know by emailing [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au)

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## Dates To Note

2023 Semester Dates	Start	End
Semester 1	06/02/2023	23/06/2023
Semester break (campus closed)	24/06/2023	09/07/2023
Semester 2	10/07/2023	24/11/2023
Summer school (limited access)	04/12/2023	26/01/2024

2023 Public Holidays (Glen Eira U3A is closed)	Date
Labour Day	13/03/2023
Good Friday to Easter Monday	07/04/2023 to 10/04/2023
Anzac Day	25/04/2023
King's Birthday	12/06/2023
AFL Grand Final Friday (to be confirmed)	29/09/2023
Melbourne Cup Day	07/11/2023
Christmas Day	25/12/2023
Boxing Day	26/12/2023

2023 Jewish Festivals	Start	End
Purim	06/03/2023	07/03/2023
Passover	05/04/2023	13/04/2023
Shavuot	25/05/2023	27/05/2023
Rosh Hashanah	15/09/2023	17/09/2023
Yom Kippur	24/09/2023	25/09/2023
Sukkot	02/10/2023	
Hanukkah	07/12/2023	15/12/2023

2023 Victorian School Dates	Start	End
Term 1	27/01/2023	06/04/2023
Term 2	24/04/2023	23/06/2023
Term 3	10/07/2023	15/09/2023
Term 4	02/10/2023	20/12/2023

## Planning For 2024

Planning for 2024 courses begins in early October. The Course Coordinator will contact tutors or those who have expressed interest in running a course and send an **Offer To Run A Course** form. The plan is as follows:

2024 Planning	Dates
2024 Course planning	Early October 2023
Course applications open	Mid October 2023
Course lists advertised	Early November 2023
Enrolment open	Mid November 2023

# About Us

## What We Do

Glen Eira U3A provides educational, social, and recreational programs, courses and activities that promote lifelong learning for members of the Third Age generation. We provide opportunities for the 55 years of age and over to learn, teach, share and to give mutual support to each other in a friendly and warm environment.

Our courses cover a wide range of interest areas, including dancing, exercising, art, craft, discussions and languages. Our members enjoy both the intellectual engagement and the social aspect of our courses.

## Brief History Of Glen Eira U3A

Glen Eira U3A has been offering classes to the 55+ years of age 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 U3A's to own its own premises. Our current purpose-built building was opened in 2010.

## Glen Eira U3A Committee

The Committee meets once per month.  If there are any specific items that you wish to bring to the Committee, email the following:  <a href="mailto:president@gleneirau3a.org.au">president@gleneirau3a.org.au</a> <a href="mailto:secretary@gleneirau3a.org.au">secretary@gleneirau3a.org.au</a> <a href="mailto:treasurer@gleneirau3a.org.au">treasurer@gleneirau3a.org.au</a> <a href="mailto:courses@gleneirau3a.org.au">courses@gleneirau3a.org.au</a>	Committee Member	Name
	President	David Collier
	Secretary	Joe Pasmanik
	Treasurer	Tony Todd
	Course Coordinator	Anne-Margaret Healy
	Committee Member	Arlene Medeiros
	Committee Member	Hilary Friedland
	Committee Member	Russell Stern
	Committee Member	Scott Gordon
	Committee Member	Wendy Chandler
	Committee Member	Vacant

# Who To Contact?

## Enquiries And Courses

**General Enquiries:** [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au) or phone (03) 9572 0571 for any questions about enrolment in courses, submitting an apology, accessing your membership details or withdrawing from a class or course.

**Course Coordinator:** [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au) for any questions on offering to conduct a course, course information, course setup, venue reservations or changes to courses.

## Mail And Official Correspondence

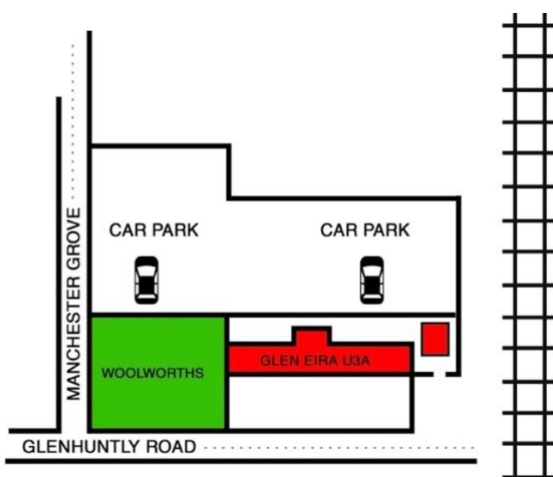
**Mail:** Send mail to P. O. Box 286 Glen Huntly Vic 3163

**Official Correspondence** - Official email to [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au) or [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) or [treasurer@gleneirau3a.org.au](mailto:treasurer@gleneirau3a.org.au)

## Visiting Our U3A Venue

Visit the Glen Eira U3A Office at 1151 Glen Huntly Road, Glen Huntly. The main entrance faces the Woolworth's car park (enter from Manchester Grove). Restrictions apply to parking:

- If you drive sometimes, you should obtain a U3A annual parking permit from Reception.
- 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 in the Woolworths car park, 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 only park in front of the U3A fence and display your annual U3A permit.



Exceeding the parking restrictions in the Woolworths car park could result in a fine issued by the car park operator and payment of any fines would be the responsibility of the member concerned.

# Your Role

## Member Tutor And Honorary Tutor

The following are the membership types; membership is per calendar year. Yearly membership entitles a Member Tutor or Member to enrol in up to 5 full year courses and multiple short courses.

Type	Description	2023 Membership Fee
Member	Member - can enrol in courses	\$60
Member Tutor	Tutor - can enrol in courses	\$60
Honorary Tutor	Tutor only - cannot enrol in courses	\$0
Honorary Volunteer	Volunteer only - cannot enrol in courses	\$0

## What Courses Can You Offer?

We offer a wide range of courses in the arts, crafts, languages, history, exercise, discussions, games and music. If you are passionate about something, why not offer a course?

Course setup can allow the tutor the flexibility to offer courses with varying duration, e.g. long courses (yearly), short courses or Summer courses. They can be offered as weekly, fortnightly, monthly courses or one day sessions or excursions.

If you are unsure or want to trial a new course, speak with the Course Coordinator, other tutors or Reception.

## Your Role As Tutor

As the tutor, facilitator or lead of a self-help group, you are responsible for the following activities:

- Design your course and provide a course description in the **Offer To Run A Course** form. This is available from the Course Coordinator either in person or email to [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au). The Course Coordinator will send out the form in early October for the following year.
- Develop or organise resources for the course.
- In some cases, an additional fee may apply, e.g. art gallery excursions.
- Deliver your course.

## Your Responsibilities

- Undertake the course responsibly and ethically and respect confidentiality.
- Ensure you are familiar with health and safety requirements and in particular, evacuation and emergency procedures.
- Know the relevant policies such as copyright, taking photos and complaint procedures.
- Use UMAS to access course information, report absences, email attendees.

# Your Course

## Getting Started – Offer To Run A Course

**Where do you start?** Talk to or email the Course Coordinator at [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au) The Course Coordinator is responsible for setup and scheduling of courses, allocation of rooms or venues. Anything for which you have an interest or passion could be offered as a course. You might like to offer something similar to existing courses or something completely different. If you are passionate about it, it is likely that others will be too.

## Course Design And Setup

In designing your course, consider:

- Adult learning principles
- Any skill or pre-requisite requirements for the course.
- The minimum or maximum number of participants. Courses will be allocated to specific rooms. The maximum size is dependent upon capacity of the rooms and venues.
- Frequency and duration of the course, e.g. long course, short course or Summer course.

## Enrolments

Once your course is made available on UMAS and enrolments are open, members can enrol online through the Glen Eira U3A web site or at Reception. Each year, we also conduct assisted enrolment for our members. If a course enrolment reaches the course limit, members are automatically assigned to a wait list.

As the tutor, you do not need to enrol in the course. You can check enrolments by logging into UMAS or seek assistance from Reception if you are unclear about UMAS operations.

## Delivering Your Course

**Where is the attendance folder located?** The attendance folder, labelled with the name of the course and the tutor, is located at Reception. It contains:

- A list of course participants
- Attendance sheets
- Incident forms and other important information
- There may also be messages for tutors or class members.

### Leading and delivering your course

- Before your first course commences, contact your students to confirm the start date, venue and anything else that you might like them to know before the course begins.

- Pick up the attendance log at the Reception area at Glen Eira U3A. This is returned to Reception at the conclusion of each session. If your course is conducted at an external venue, you can arrange to pick up your attendance folder which you then return at the end of the course.
- Encourage your students to notify absences on UMAS (My Absences) or contact you directly.
  - If someone attending your class is not on the list, please tell the Reception/Office.
  - Any person attending who is not enrolled needs to register at Reception. You should not allow participation in any course.
  - If a student tells you they are withdrawing from your class, let the Reception/Office know
- Ensure that the attendance log is signed by members. Members who have been absent without apology for three consecutive sessions (one session for short courses) will be removed from the course to enable any waitlisted members to join.
- Tutors are responsible for setting up the rooms, turning lights and air conditioning on and off and removing rubbish left in the room, cleaning whiteboards that have been used, cleaning game tables and returning any equipment.

## Name Badges, Reporting Absences and Incidents

- **Does the tutor need to wear a name badge?** Tutors and members are required to wear name badges in all courses. The badges serve for identification purposes and provide contact information in case of accident or other incident. Name badges for new tutors and members are prepared and distributed soon after enrolment and prior to course commencement.
- **Class cancellation?** If a class cancellation is necessary, inform members as soon as possible. You can notify students using the UMAS database email function or by phone. The Reception team can help if needed.
- **How is an absence reported?** Reporting and recording absences can be done on the attendance sheet as well as through UMAS.
- **Insurance coverage:** U3A tutor/leaders are insured while performing volunteering duties on behalf of U3A, including when leading groups off campus (but not when travelling to and from the campus before and after volunteering).
- Tutor/leaders are covered for Accident, Professional indemnity and Public Liability.

## Communicating With Your Course Members

You can contact your course members using the **email** facility in the UMAS database. We recommend you use the UMAS mail system since all emails sent are automatically sent using BCC to maintain members' personal data privacy.

- If you wish to have contact with any course member outside of the course activities, please ensure that you have express permission to use their contact details beforehand.
- Take care in the sharing of such information without the express permission of the member/s concerned. Ensure you have permission.
- You can ensure all replies go to your personal email address by changing the Reply To and amend with your personal email address. Send a copy to [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au) if required.
- If you are using your private email account to send emails to more than one person, please ensure that you use **BCC** and that you remove the course members' email addresses from your account upon the cessation of your course. That is unless you have permission to retain them.



## Rooms & Venues

- **What rooms or venues are available?** At Glen Eira U3A, there are 9 classrooms. We also conduct some courses at external venues.
- **Want to book a room or venue?** Venues and room allocations are arranged with the Tutor and Course Coordinator when a course is created or updated in UMAS. The usual maximum enrolments according to each venue and room is shown below. Email the **Course Coordinator**: [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au)
- **Access to external venues?** The Course Coordinator arranges external venues through Glen Eira City Council, and any other external venues. Swipe cards are allocated to the Tutor prior to course commencement and are then returned to the Course Coordinator at the course end.

GLEN EIRA U3A VENUES	
ROOM	MAX #
Art Room	14
Gold Room	14
Green Room 1	14
Green Room 2	14
Green Room 3	14
Green Room 1-2 (linked)	28
Green Room 2-3 (linked)	28
Green Room 1-2-3 (linked) (70 for AGM)	42
PC Room	14
Pink Room	14
Purple Room	14
Red Room	14

EXTERNAL VENUES	
VENUE	MAX #
Caulfield Senior Citizens – Dining Room	12
Caulfield Senior Citizens - Lounge	24
Caulfield Senior Citizens – Main Hall	<100
Ormond Senior Citizens – Main Hall	50
Carnegie Library – Boyd Room	<100
D. C. Bricker Function Room	<100
Duncan Mackinnon – Function Room	50
Dynamite Dance Studio	25
Elsternwick Croquet Club	6
Elsternwick Bowls Club	6

### External venues and addresses

**Caulfield Senior Citizens Centre**  
8 Cedar Street, Caulfield South 3162

**Ormond Senior Citizens Centre**  
2 Newham Grove, Ormond 3204

**Carnegie Library – Boyd Room**  
7 Shepparson Avenue, Carnegie 3163

**D. C. Bricker Function Room**  
Princes Park, Beech Street, Caulfield South 3162

**Duncan Mackinnon Reserve**  
Cnr North and Murrumbeena Road,  
Murrumbeena 3163

**Dynamite Dance Studio**  
1/760 Glen Huntly Road, Caulfield South 3162

**Elsternwick Croquet Club**  
27 Parkside Street, Elsternwick 3185

**Elsternwick Bowls Club**  
19 Sandham Street, Elsternwick 3185


## Using UMAS

Glen Eira U3A uses UMAS (U3A Membership Administration System) to enrol members in courses and to record tutors and volunteers and provide tutors with access to who is in their course, how to report an absence, what to do when members do not turn up for courses and emailing members. As a reminder, Tutors have a duty to respect the privacy of personal information in UMAS and shared in courses.

There is a more in-depth user guide to UMAS located on the Glen Eira U3A website. For advice and assistance, contact Reception or Office staff at [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au)

### Login To UMAS

- Open the U3A website – [gleneirau3a.org.au](http://gleneirau3a.org.au)
- Click on LOGIN (see screen shot below) from the top right-hand corner of the website and select Tutor/Admin from the drop-down menu.




Home About Us Courses Locations Memberships Latest News ▼ Publications ▼ Tutors & Volunteers ▼

Contact Us Translate LOGIN ▼

# GLEN EIRA U3A

## UNIVERSITY OF THE THIRD AGE



### Welcome to Glen Eira U3A

U3A stands for University of the Third Age. In the original sense of the word University, it is a community of people devoted to learning. Being in your Third Age - aged 55 or over - is the only qualification needed to participate. Glen Eira U3A, managed and run by volunteers, offers a variety of courses and activities. We learn, teach and share many educational, creative and leisure activities.

- From the new page (see the screen shot below), enter your member number or the email that you use for U3A, and your password and select Login. (If this is the first time that you have logged in, you will need to set a password.)

**U3A**  
THE UNIVERSITY OF THE THIRD AGE

## Glen Eira University of the Third Age

- Home
- View Courses
- Enrol as New Member
- Contact Us
- Login

Members login is: <https://gleneirau3a.org.au/members/login>

Administrators and Tutors please login below:-

Membership number or email:

Password:

- [I have forgotten my password](#)
- [I know my password but not my member number](#)
- [I am a member, but have forgotten my details](#)
- [Return to the Website](#)

U3A Network Vic INC membership management system provided under license from Soft Sys [Membership Software Ver](#) University of the Third Age

- Once you have logged in, you will have automatic access to tools that relate to the course for which you are responsible. These tools are listed in the blue panel as 'Reports' and 'Send Emails'.

## Reports

Using the **Reports** tab, you will be able to view **Enrolments** and **Courses**. The Courses tab is not essential, but useful if you wish to check tutors, dates, times or venues of other classes.

**Enrolments:** This tab has 2 relevant sections.

- Enrolments** lists the names and contact details of your course members. Select the relevant course (you will see only the one/s that you are responsible for) and mark any of the optional check boxes. You can email this list to yourself if you wish. This tool is also useful for monitoring enrolments before your course commences.
- Attendance** rolls and Course Folders are available at Reception. Reception will print your attendance roll and insert it in the Course Folder prior to course commencement. Please let the Reception/Office team know by sending an email to [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au) if you have any questions or problems.

## Sending emails

- Click on 'Send Emails' in the side panel, and then select the **Enrolments** tab.
- Insert your own email address if you wish students to reply to you directly.
- To add more than one cc, make sure that you do NOT leave a space between email addresses. Use a semi-colon only to separate, e.g. [jo@gmail.com](mailto:jo@gmail.com);[don@yahoo.com](mailto:don@yahoo.com)

- Add a **SUBJECT**. The subject will automatically include U3A XXXX. You should include the Course name and an indication of the content, e.g. Tai Chi - Class cancelled
- Type your email
- Type your own email address in the first panel; add other email addresses (separated by a semi-colon) in the next panel

If you are expecting replies, please make sure that you insert your email address – otherwise replies will go to the U3A office and will take longer to be directed to you.

Type the subject and message in the usual way. You will notice a panel that says ‘Restore a previous email’ – this is handy if you want to repeat or modify a message that you have sent at an earlier time.

- You can add a **pdf** document that you have previously saved on your computer. Click on the ‘Browse’ panel to select your document.
- Click on any of the optional checkboxes – ‘email to tutor’ ensures that you get a copy too.
- Lastly, select your course and click on ‘Send enrolment emails’.
- Your email will go to all the people in your class provided that they have an email address. Check class names in Enrolments to see if anybody needs to be contacted in another way.

Note: You will need to permit pop ups on your device for Microsoft Edge, Google Chrome, Firefox or iPhone or iPad.

## Using Zoom

### Using Zoom To Conduct Your Course

U3A has a limited number of Zoom licences. Tutors can also use their personal Zoom licence.

If a tutor wishes to use Zoom, they should contact the Course Coordinator to arrange the timing, links and ensure they follow tips for conducting a Zoom course.

A Zoom meeting is easy to set up and host, and we offer support for our tutors to help you every step of the way. If you would like to try it, please contact the Course Coordinator for assistance by emailing [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au)

# Things To Know

## Can I Take Photographs?

The Glen Eira U3A Management Committee welcomes photographs and stories from tutors and their classes. This helps to prepare newsletters and stories for the media. Always seek permission from anyone in the photograph prior to taking or distributing photographs.

## Copyright – What You Need To Know

Materials used in courses are subject to the rights of the copyright owners. Please ensure the rights of copyright owners are not infringed.

### Printing material (e.g. books and articles) – how many?

U3A is classified as an adult education provider which enables tutors/members to make copies in photocopy and electronic formats. This facility is not for personal use and should only be used for course material.

### Can you show films and dvds?

You do not generally need permission to screen a film or DVD or video in class for educational instruction provided that the screening is not-for-profit, is not open to the general public, and is not shown purely for entertainment purposes. Make sure the DVD is not an infringing (pirated) copy.

## Resources Available To Tutors

- **Photocopying** is available for tutors at Reception/Office area
- **Kitchen facilities** – there is free tea and coffee provided in kitchen area.
- **Parking** – there are parking permits available from Reception
- **Equipment** – there is a range of equipment in rooms and available from Reception. The tutor should check the equipment is working prior to course commencement
- **Cleaning - Glen Eira U3A** - is cleaned on a weekly basis. Tutors should report any maintenance issues to Reception.

# Keep Up To Date

## Glen Eira U3A Website

The Glen Eira U3A website is at [gleneirau3a.org.au](http://gleneirau3a.org.au) The website contains links and access points such as login for tutors and members and links to newsletters and information. It also has links to the courses and any new courses.

Glen Eira U3A has policies that are applicable to all volunteers including tutors. These will be advertised in the newsletter, are available on the website or copies are available from Reception. The following are a summary only of some relevant policies. If you are unsure about a particular policy, contact the President at [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au) or the Secretary at [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au)

If you have any improvement suggestions for the website, please email [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au)

## Newsletter – New Horizons

**New Horizons** is our quarterly newsletter. It includes matters of interest, upcoming events such as choir concerns or art shows, and activities being held in the various classes, e.g., art courses, language classes, dancing or yoga groups and photos of various groups. If you would like to contribute news, photos or other messages please do so by emailing [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au).

## Emails

Emails, either bulk emails or individual emails, are used to keep tutors and members updated on events.

As tutors, you can use the UMAS email functionality.

## Facebook

Glen Eira U3A has a Facebook page for members. It is a private group and tutors can post content about courses, photos and discussions. A link is available on the website.

You can log onto the site and request to join at <https://facebook.com/groups/2430722317227452/>

# What If....?

## Being COVID And Hygiene Safe

Any member who has been exposed to Covid or any other infectious/contagious illness must not attend Glen Eira U3A during the infection period. If you have fever, chills or a runny nose, you will be encouraged to not attend classes and activities.

Glen Eira U3A will provide hand sanitiser at entry at main campus. Those at external venues will arrange to have supplies. Contact [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au)

## First Aid

Tutors should ensure they know the location of the first aid kit. In the Glen Eira U3A building, this is located in the kitchen above the fridge. A defibrillator is installed on the wall in Reception. A video that demonstrates its use is on the website.

## Incident Reporting

Every accident, illness or incident that occurs at the Glen Eira U3A campus or other venues used by us will need to be documented. Forms are included in Attendance Folders. The completed form, including the names of witnesses, should be forwarded to the Secretary within 24 hours of the incident.

## Medical Emergencies

In the case of a collapse or serious injury, the tutor or Reception will ring the ambulance on 000. The emergency contact recorded on the member badge should also be notified.

- In the case of illness, the ill members 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.

## Evacuation Procedures

Information on evacuation procedures is displayed on the classroom wall next to the door.

In the case of fire and 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.

## Disputes Or Complaints

Any disputes between members and members and tutors should be notified to the Secretary or a member of the Committee of Management.

## Insurance

Glen Eira U3A is insured with the Victoria Managed Insurance Authority. Anyone making a claim for injury sustained at Glen Eira U3A should advise the Secretary at [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) and they will be provided with a VMIA claim form. A guide to VMIA Insurance is available on the Glen Eira U3A website at [gleneirau3a.org.au](http://gleneirau3a.org.au)

## Code Of Conduct Policy

This policy, which is available on the website, outlines the processes that will be followed where there is a breach in any U3A-related context including courses, activities, official social functions, meetings, conferences and holiday trips. Every member has a responsibility to respect the beliefs, needs and background of others, to act and speak respectfully, to understand and follow the organisation's guidelines, policies and procedures and carry out all activities in an appropriate manner.

## Privacy Policy

This policy, which is available on the website, applies to any information collected by Glen Eira U3A that can be used to identify an individual member. We may collect and record the following types of personal information about members, e.g. name, postal, street and/or email addresses, telephone contact number/s, emergency contact details and other information you provide to us through member surveys or for other purposes.

Members' personal information will not be shared or disclosed other than as described in this policy. Personal information will not be made available to others for direct marketing purposes

## Safety Policy

This policy, which is available on the website, documents the procedures to be applied where a serious injury or illness results from an accident or incident or where an incident occurs that has the potential to recur and to cause serious injury or illness.

## Conflict Of interest Policy

This policy, which is available on the website, will apply to situations where the personal interests of an individual or group of individuals directly conflict with the best interests of Glen Eira U3A, its members or clients, or where the decisions or actions of individuals may be influenced by their personal interest rather than those of the organisation.