

TUTOR HANDBOOK 2026

Version 3.2



This **2026 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.

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DATES TO NOTE

2026 Semester Dates	Start	End
Semester 1	09/02/2026	26/06/2026
Semester break (campus closed)	29/06/2026	10/07/2026
Semester 2	13/07/2026	27/11/2026
Summer school (limited access)	To be advised	To be advised

2026 Public Holidays (Glen Eira U3A is closed)	Date
Labour Day	09/03/2026
Good Friday to Easter Monday	03/04/2026 to 06/04/2026
Anzac Day	25/04/2026
King's Birthday	08/06/2026
AFL Grand Final Friday (to be confirmed)	25/09/2026
Melbourne Cup Day	03/11/2026

2026 Jewish Festivals - Days	Start	End
Purim	Evening 02/03/2026	03/03/2026
Passover	Evening 01/04/2026	09/04/2026
Shavuot	Evening 21/05/2026	23/05/2026
Rosh Hashanah	Evening 11/09/2026	13/09/2026
Yom Kippur	Evening 20/09/2026	21/09/2026
Sukkot	Evening 25/09/2026	02/10/2026
Hanukkah	Evening 04/12/2026	12/12/2026

2026 Victorian School Dates	Start	End
Term 1	27/01/2026	02/04/2026
Term 2	20/04/2026	26/06/2026
Term 3	13/07/2026	18/09/2026
Term 4	05/10/2026	18/12/2026

PURPOSE AND ORGANISATION

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 those 55 years 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 U3As to have 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 or contact the following members.

Committee Member	Name	Email
President	Mark Rubinstein	president@gleneirau3a.org.au
Secretary	Bernadette Pierce	secretary@gleneirau3a.org.au
Treasurer	Preeti Khushu	treasurer@gleneirau3a.org.au
Committee Members	Howard Arber	
	Susan Catherall	
	Robyn Freedman	
	Cheryl Gelfand	
	Sue Hayward	
	Simone Markus	
	Shirley Moore	
	Cheryl Rubenstein	
	Helen Steinberg	
	Del Stitz	
	Margaret Summers	
	Jeff Tait	

Other Important Email Addresses - Enquiries and Courses

General Enquiries: enquiries@gleneirau3a.org.au or phone (03) 9572 0571 for any questions about enrolments, submitting an apology, membership details or withdrawing from a class or course.

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

TUTORS AND COURSES

Member Tutor and Honorary Tutor - Types

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 long (full year) courses and multiple short courses.

Type	Description	2026 Membership Fee
Member	Member – pays fee and can enrol in courses	\$75
Member Tutor	Tutor – pays fee and can enrol in courses	\$75
Honorary Tutor	Tutor only – cannot enrol in courses	\$0
Honorary Volunteer	Volunteer only - cannot enrol in courses	\$0

Your Role as a 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.
- Develop or organise resources for the course.
- In some cases, specify when an additional fee may apply, e.g. art gallery excursions.
- Deliver your course.

Your Responsibilities as a Tutor

- Undertake the course responsibly, 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 and communicate with attendees.

Enrolments

Once your course is made available on UMAS and the website, members can enrol online through the Glen Eira U3A web site or at Reception (once enrolments are open). Each year, we conduct assisted enrolments 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 your course. You can check enrolments by logging into UMAS or seek assistance from Reception if you are unclear about UMAS operations.

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 folder at Glen Eira U3A Reception. 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 any member, who is not enrolled in your course, to participate in any course.
 - If a student tells you that 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 contacted and 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, 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 another incident. Name badges for new tutors and members are prepared and distributed 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. The reception team can also help by sending an SMS text message to your class. Many members are not particularly diligent in checking their emails so if a class has to be cancelled on relatively short-notice, sending an SMS notification (as well as an email) is usually more effective.
- **How is an absence reported?** Reporting and recording absences can be done on the attendance log 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.

Rooms and Venues

- **What rooms or venues are available?** At Glen Eira U3A campus, 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.
- **Access to external venues?** The Course Coordinator arranges access to external venues through Glen Eira City Council and any manager of private external venues. Swipe cards are allocated to the tutor prior to course commencement. Swipe cards must be returned to the Course Coordinator at the course end.

GLEN EIRA U3A VENUES	
ROOM	MAX #
Art Room	15
Gold Room	14
Green Room 1 (12 for exercise, 16 for cards)	14
Green Room 2	14
Green Room 3	14
Green Room 1-2 (linked)	30
Green Room 2-3 (linked)	30
Green Room 1-2-3 (linked) (70 without tables e.g. AGM)	42
PC Room	14
Pink Room	14
Purple Room	15
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
D. C. Bricker Function Room	<100
Duncan Mackinnon – Function Room	50
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

Duncan Mackinnon Reserve
Cnr North and Murrumbeena Road,
Murrumbeena 3163

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

Elsternwick Croquet Club
27 Parkside Street, Elsternwick 3185

Elsternwick Bowls Club
19 Sandham Street, Elsternwick 3185

Armadale Bowls Club at South Caulfield
41 Sussex Street, Caulfield South 3162

USING UMAS

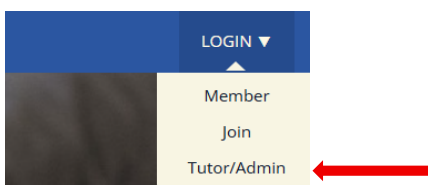
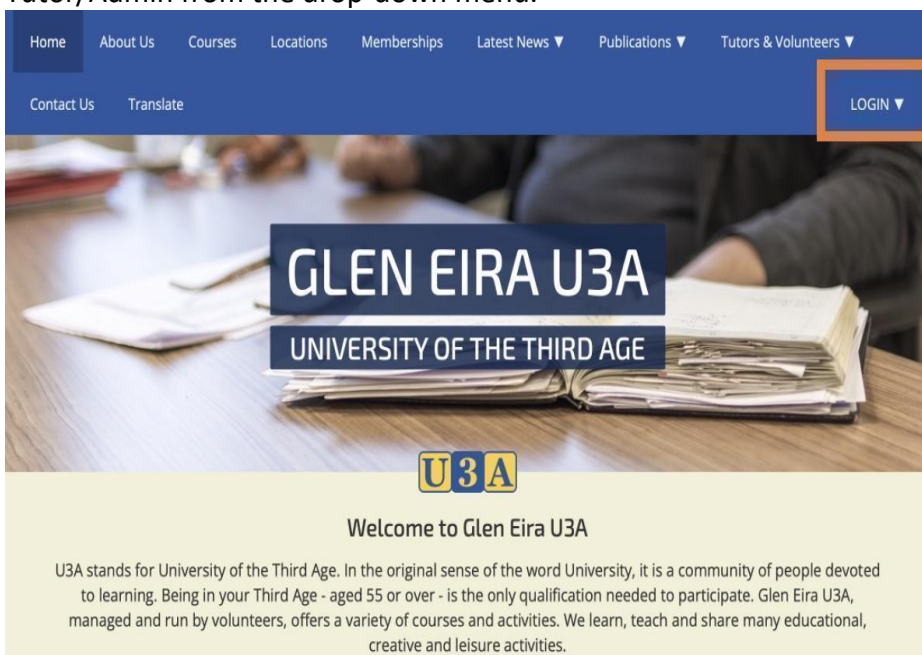
Glen Eira U3A uses UMAS (U3A Membership Administration System) to:

- enrol members in courses
- record tutors and volunteers
- provide tutors with access to who is in their course
- how to report an absence
- emailing members.

As a reminder, tutors have a duty to respect the privacy of personal information in UMAS and shared in courses. As a tutor, you will find more information than a student on the Glen Eira U3A website at gleneirau3a.org.au

Login To UMAS

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



- From the new page (see the screenshot below), enter your member number or the email that you use for U3A, and your password and select Login.

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:

Login

- [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'. See the screenshot below.

U3A THE UNIVERSITY OF THE THIRD AGE

Glen Eira University of the Third Age

Home
Report Absence
View Member Details
Edit Member Details
View or select Courses
Reports
Send Emails
Contact Us
Return to Website
Logout

Welcome (Member)

Members
To view and check Membership details click 'View Member Details'
To add or change Membership details click 'Edit Member Details'

Courses
To select and enrol in Courses click the 'View or Select Courses' menu item

Courses Tutor
Glen Eira University of the Third Age welcomes proposals for new Courses. If you have interests or skills in particular fields and would like to share please volunteer and click on 'Contact Us - Courses'

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 **Choose a Course** (you will see only the one/s that you are responsible for) and mark any of the optional check boxes e.g. **Include Wait Listed**. Click on **List Enrolments**. You can print this list to yourself if you wish. This tool is also useful for monitoring enrolments before your course commences.

Members Subscriptions Courses **Enrolments** Volunteering Financials Admin

Enrolments

Select Course Dates between: and:

Include Wait Listed: ☐ Show Address: ☐ Show Emergency contact: ☐

Choose a sort order: Preferred/First name + Surname

Choose a day: day Mon-Sun. Leave blank for all. Default is Day of week/course start time

[Print all Course Enrolments](#)

Lists the members within the selected Course. The reports have multiple options to display additional information

Choose a Course: Please Select

Include Wait Listed: ☒ Show Address: ☐ Show Emergency contact: ☐

Choose a sort order: Preferred/First name + Surname

Email the Tutor: ☐ Create a PDF: ☐

[List Enrolments](#)

Sending emails

- Click on **Send Emails** in the side panel, and then select the **Enrolments** tab.
- In the box **Reply-To Email (optional)**. Insert your own email address if you wish students to reply to you directly by changing the address with your personal email address. If you don't follow this step, replies will go to the U3A office (enquiries@gleneirau3A.org.au) and will take longer to be directed to you.
- Add a **Subject**. The subject will automatically include Glen Eira U3A XXXX. You should include the Course name and an indication of the content, e.g. Tai Chi - Class cancelled
- Body Text**. Type your email in the usual way. You will notice a panel above 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.
- Enrolled Members Select Course**. Select your course. Click on **Email to Tutor** button to ensure that you get a copy too. 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.
- Click on **Send Enrolment Emails**.
- Other Forms of Email**. 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, unless you have permission to retain them.

OTHER INFORMATION FOR TUTORS

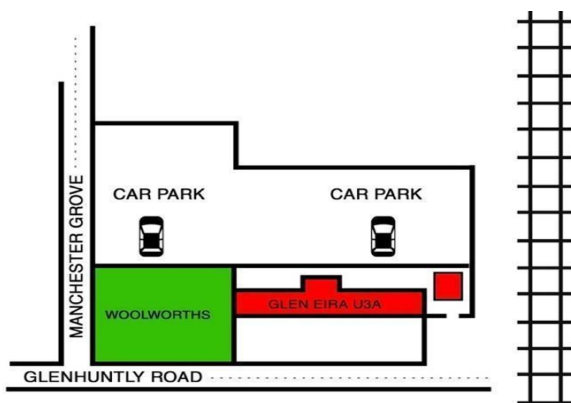
Parking at U3A Venue

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.

Restrictions apply to parking in the Woolworth's car park (enter from Manchester Grove).

- Park for up to 2 hours: park anywhere in the Woolworths car park.
- Park for up to 3 hours in the Woolworths car park: request a 3-hour permit from Reception and display it in their car. The member must return the 3-hour permit before they leave.
- Park more than 3 hours. Obtain a U3A parking permit from Reception. Park directly in front of the U3A fence and display the U3A parking permit. (Note. This does not apply to 4 parking bays closest to the railway).

Please note. 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.



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.

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, 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 the Reception/Office area.
- **Kitchen facilities** – there is free tea and coffee provided in the 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** - cleaned on a weekly basis. Tutors should report any maintenance issues to Reception.

Glen Eira U3A Website

The Glen Eira U3A website is at <https://gleneirau3a.org.au>. The website contains links and access points to newsletters and other information, as well as membership login, login for Office Volunteers and tutors. It also links to the courses.

Monthly and Quarterly Newsletters

Monthly Newsletter is sent to all members at the start of each month. The content includes updates on various courses, any new short courses that are available and any topics that members need to be aware of.

New Horizons is our quarterly newsletter. It includes matters of interest, upcoming events such as choir concerts 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 newsletter@gleneirau3a.org.au.

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.

Tutors may publish presentations or reference material on the website but should contact the nominated Facebook representative prior to posting.

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

Events

From time to time, events will be organised and advertised in the newsletter, on the website or on noticeboards. All events must be approved by the Glen Eira U3A Committee. Events may include tutor briefings, member briefings, Open Day, Choir concerts and AGMs.

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.

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 call the ambulance on 000. The emergency contact recorded on the member badge should also be notified.

- In the case of illness at one of our course venues, 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.

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 take the Attendance Roll, and 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 Attendance Roll to ensure everyone is safe.

Disputes Or Complaints

Any disputes 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 and they will be provided with a VMIA claim form.

Policies

Glen Eira U3A has policies that are applicable to all volunteers including tutors. These are available on the website.

Code of Conduct policy: 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: 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

Health and Safety policy: 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: 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.