

Class Operations and Attendance Policy

1. Purpose

The purpose of this policy is to outline Glen Eira U3A class operations, member attendance requirements and to clarify the expectations and rights of tutors and volunteers.

2. Scope

2.1 Class Operations

The subject content of courses or activities at Glen Eira U3A is the responsibility of the tutor. Political, religious and cultural views will be respectful, non-discriminatory and moderate.

Courses and activities are held in the main campus as well as other local venues. Tutors and the Course Coordinator will work together to provide a program which is interesting, varied in topics and includes opportunities for social interaction. The subject content of classes or activities at Glen Eira U3A is the responsibility of the tutor.

Class sizes are determined by the Course Coordinator and the tutor and limited to the maximum size specified for the room capacity limits. The tutor may choose to have fewer participants than the maximum specified.

Tutors and the Course Coordinator will agree on:

- The duration of the course
- Schedule at times that maximise the use of the main campus venue
- Specific requirements relating to individual or group safety such as appropriate footwear for dance classes.
- Tutors being able to cancel a class if unavailable for personal reasons or illness. Tutors will notify the office as soon as possible and either directly notify participants or seek that the office do so.
- Course conduct for all participants, such as wearing of the current year badge and that all participants are members and enrolled in the course

2.2 Reimbursement of Materials

Tutors may seek approval or reimbursement from the Committee for materials they require for use by enrolled members during their course or activity. This excludes reimbursement for materials for personal use. The Committee may require that participants be charged for some costs.

2.3 Attendance

Tutors or class members will mark the attendance sheet for each course and tutors will notify Reception of the non-attendance of any member for 3 consecutive classes without apology.

Members:

- Will submit an absence notification, either online or in person at the office, if they are unable to attend a class
- May enrol in the agreed number of courses set by the Committee
- Are ineligible to enrol in classes if they are not paid-up members
- Agree not to bring children into classes

2.4 Participation in Courses and Activities

Whilst Glen Eira U3A and its tutors take all care when conducting courses, members attend these courses at their own risk.

Members undertaking exercise courses agree to take responsibility for:

- Performing exercise within the limitations set by their medical practitioner.
- Notifying the class leader immediately if they feel unwell or pain develops during the class.
- Ensuring that they can operate independently in their classes/activities.
- Follow the guidelines as outlined in the Code of Conduct

Due to the popularity of some classes, if a member fails to attend regularly without a valid reason, their place may be offered to someone on the course waiting list.

2.5 Carer Role

A carer's role is to support the member to participate in the class. If the member has a carer, the carer may, with the agreement of the tutor, attend the class to support the member. However, the carer may not participate in the class or activity. There is no charge for a carer to accompany a member to classes.

The carer's name should be noted on the attendance roll adjacent to the member's name.

If required, the carer and the tutor should agree on a method of communication to ensure that the tutor is aware of any changes relating to the member.

If a carer attends the class with the member, it is the responsibility of the carer to assist the member as required and to ensure the impact on the other class members is minimal. The carer, if of suitable age, may be invited to individually become a member. In this case, the carer would have all the rights of a member.

2.6 Breaches of the Code of Conduct or Other Policies

Where there are issues with the Code of Conduct or other Glen Eira U3A policies, the Course Coordinator and a Health, Safety and Wellbeing Team member will work collaboratively with the tutor or member alleged to have breached the Code or Policy. They will follow the guidelines as outlined in the Issue Resolution Procedure V1.0 and any accompanying procedures. This involves:

- Discussing the issues with those involved
- Seeking resolution through respectful and constructive dialogue, preferably involving both parties
- Clarifying and confirming course(s) of action or outcomes

Consistent with our ethos of inclusion, mutual respect and shared responsibility, every effort will be made to address matters informally, sensitively and fairly before any formal steps are taken.

3. Roles and Responsibilities

This policy applies to:

- Glen Eira U3A Management Committee (the Committee)
- All volunteers (honorary and member), tutors (honorary and member) and/or contractors who undertake activities and functions performed on behalf of Glen Eira U3A

The Course Coordinator is responsible for:

- Scheduling courses and venues
- Coordinating any class operation complaints from tutors or members

The Health, Safety and Wellbeing (HSW) Team is responsible for the following:

- Developing and reviewing this policy and presenting to the Management Committee for endorsement
- Coordinating efforts to help members reach a resolution. Serious issues that transgress the Code of Conduct Policy will follow processes outlined in the Issue Resolution Procedure V1.0
- Working together with the Course Coordinator, the HSW Team will act proactively and sensitively, wherever possible seeking to help those involved resolve issues amicably through open dialogue. Formal written concerns should be submitted only as a last resort, after all reasonable efforts have been made to address matters informally in a polite and constructive way.

The Secretary is responsible for ensuring that all completed and signed Notification of Issue Forms are made available to parties to any grievance/complaint and, where indicated, to the HSW Team.

The President is responsible for ensuring that a complaint of a breach of this policy is handled in accordance with Glen Eira U3A's Issue Resolution Procedure V1.0.

Tutors and volunteers are responsible for:

- Maintaining confidentiality and privacy of members' records
- Treating people with whom they are working with respect
- Being dependable and reliable
- Reporting to the Course Coordinator, Secretary or Committee member any areas of concern
- Respecting the function of other volunteers

4. Revision History

Version	Date	Changes
V1.0	17 July 2017	Original policy endorsed by Glen Eira U3A Management Committee
V2.0	11 May 2023	Merged policies endorsed by Glen Eira U3A Management Committee
V3.0	30 May 2024	Endorsed by Glen Eira U3A Management Committee
V4.0	12 March 2026	Endorsed by Glen Eira U3A Management Committee