



**U3A PINE RIVERS INC**

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# **TUTORS HANDBOOK**

Version 4.0 - December 2022

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*“Learning for leisure and pleasure for seniors”*

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## CONTACT DETAILS

Name:	U3A Pine Rivers Inc ABN 68 518 990 950 Inc No IA 13638
Address – U3A Centre:	1480 Anzac Avenue Kallangur P O Box 507 Kallangur QLD 4503
Phone:	(07) 3880 6677
Web:	<a href="https://u3apinerivers.org.au">https://u3apinerivers.org.au</a>
Email:	<a href="mailto:admin@u3apinerivers.org.au">admin@u3apinerivers.org.au</a>

## WHAT IS U3A PINE RIVERS?

U3A Pine Rivers Inc. is a not-for-profit, incorporated organisation dedicated to providing programs of learning and social activities for members to cater for their mental, social and physical wellbeing.

Third Age refers to that time of life when work involvement is behind you and you have time to take up a field of interest that you find inviting. It may be in a field you have always followed as a hobby or, as in the experience of many members, a step in a totally different direction.

U3A Pine Rivers is part of a global organisation, that is based on the UK model started at Cambridge University in the UK in 1981. The name “University of the Third Age” is recognised in many parts of the world.

### Aims

U3A Pine Rivers Inc aims to provide programs of learning and information which offer stimulation and development to enable those in their Third Age to live a healthier life, mentally, socially and physically.

### Volunteers

All U3A activities are directed and supported by volunteers. In addition to tutors, this includes the Management Committee Members, Working Groups and Support Staff

### Management Committee

U3A Pine Rivers is run by a Management Committee which is elected by, and from, the membership of U3A Pine Rivers Inc. The current Management Committee is listed on the website and displayed at the U3A Centre Kallangur.

## ROLES

The following roles work together to ensure that there are classes and activities available to the members of U3A Pine Rivers.

### Course Coordinator

[courses@u3apinerivers.org.au](mailto:courses@u3apinerivers.org.au)

- Provide ongoing support for tutors
- Assist existing tutors to acquire help or new materials
- Provide the Management Committee with a report for each monthly meeting
- Provide information on classes and activities for the newsletters

Tutors should contact the Course Coordinator is the first instance if assistance is required. If unable to be resolved, the matter will be referred to the Management Committee.

### New Tutor Liaison

- Responsible for initial interviewing and induction of new tutors
- Provide new tutors with a copy of the current Tutors Handbook
- Arrange keys if required, for opening/closing the class venue

### U3A Venues Booking Officer

[venues@u3apinerivers.org.au](mailto:venues@u3apinerivers.org.au)

This role is concerned with the booking of venues hired by U3A Pine Rivers. Changes and cancellations to classes at other venues should be advised to the Venue Booking Officer.



## TUTORS

U3A Pine Rivers tutors are volunteers who willingly share their knowledge and skills to provide the courses we offer to the members. Not all tutors teach classes but may instead be a facilitator or leader of activities. All of these roles are collectively referred to as “tutors”.

In accordance with policies of U3A Pine Rivers, and to comply with legal requirements regarding issues of public liability, our tutors are volunteers and do not charge for their services. Reasonable costs for photocopying and resources may be charged and must be communicated at the time members sign up for a course.

### Responsibilities

- Provide contact details for members to sign up for the class
- Notify the Course Coordinator if there are insufficient numbers to run the class
- Complete the Class Registration Form at the beginning of each term
- Update the Class Attendance Form at each class
- Ensure cleanliness and tidiness of the venue after each session
- Follow any additional protocols eg COVID requirements

## Insurance Policies

There are two insurance policies U3A Pine Rivers carry which affect tutors.

- **Public Liability:** This insurance covers all members and can cover pay-out costs and legal fees if U3A Pine Rivers is sued in relation to a U3A activity.
- **Personal Accident Insurance:** Provides cover in the event an injury is sustained while undertaking an activity run by U3A Pine Rivers.

NOTE: Children are not covered by either of the insurance policies and members are discouraged from bringing grandchildren to classes.

**All incidents and accidents must be reported using the [Incident Report Form](#)**

All insurance enquiries should be forwarded to [admin@u3apinerivers.org.au](mailto:admin@u3apinerivers.org.au). Be sure you send in the Incident Report first.

## Privacy

U3A Pine Rivers is very aware of the obligation it has to its members concerning their privacy. The utmost care is taken to protect any personal information i.e. home address, telephone, mobile numbers and email address given to U3A Pine Rivers by its members. Tutors must not at any time divulge this private information to any third party or companies unless given permission by the member.

For further information regarding privacy refer to [Privacy Statement](#).

## Access to U3A Online

U3A Pine Rivers is a member of U3A Online. This enables tutors to gain access to content for a course they wish to offer to members. The \$20 cost to download the course content will be reimbursed by U3A Pine Rivers.



## CLASS GUIDELINES

Only financial members of U3A Pine Rivers may attend classes. The tutor must sight the current member badge (or receipt from a new member). Non-members are permitted to participate in one class to decide if they wish to join U3A Pine Rivers.

A carer may accompany a member who requires assistance to participate in the class. While professional carers have their own insurance, unpaid carers must be either full or honorary members of U3A Pine Rivers, to be covered by our insurances.

## Enrolment in classes

- Members must contact the tutor directly to enrol in a class and/or obtain further information about the class.
- Classes sometimes last for a set number of weeks and members can only join at the commencement of the class. Other classes have no restrictions and additional members can enrol at any time, at the discretion of the tutor.
- Some classes and activities require a minimum number to proceed.
- If the class is full, the tutor may choose to maintain a waiting list for members wishing to join when a place is available. Room capacity may be limited by COVID restrictions.
- Members participating in computer/technology classes MUST own (or have easy access to) a laptop or device with the software/app relevant to the class being undertaken.
- The Class Registration Form must be completed at the beginning of each term and kept up to date. This document needs to be present at each class, and passed on to another group member in the event of planned tutor absence. The emergency contacts are essential in the event of accident or emergency.
- The Class Attendance form is to be completed for each class and is required for insurance purposes.

NOTE: To ensure you always have the most up-to-date version of the forms, they can be downloaded from the website or collected from reception at the U3A Centre Kallangur. Please contact the Course Coordinator if you prefer an electronic copy in Excel format.

## Public Holidays and Term Breaks

U3A Pine Rivers has a very flexible arrangement for classes/activities. Many of them are either: ongoing, weekly, fortnightly or on specific weekdays of the month eg 1st & 3rd Monday or 2nd & 4th Wednesday.

U3A Pine Rivers observes Australia Day, ANZAC Day and Easter when all venues will be closed. All venues will also be closed for the Christmas/New Year break, as published in the term Newsletters. The tutors and class members are free to decide whether classes will be held during other public holidays and school term breaks.

## Class costs

U3A Pine Rivers has instituted a levy which is paid by all members attending classes at any venue, but not classes at private homes. The levy fee for all classes at halls hired or leased by U3A Pine Rivers is \$2 per person per session. Tutors do not pay the levy.

- An additional fee to cover costs of materials and photocopying may apply to classes.
- If an additional fee applies to the class, the information should be included in the class description in the Newsletter. The tutor will retain any money from the additional fees for their expenses.
- If members want copies of notes for days they were absent from class, they will be asked to pay for them.

## Collection of class levy

The class levy is collected by the tutor or their nominated person. There are different procedures for the various venues.

- **U3A Centre Kallangur** – The tutor will give the levy monies to reception between 09:00am -12:00pm. Tutors of afternoon classes place the money in the green box on the shelf behind the reception.
- **Kings Cottage, Petrie and Calala Drive Hall, Strathpine** - Levies for classes at these venues may be placed in the locked boxes as they are cleared very regularly.
- **Other venues** - tutors should collect the levies from their members and make arrangements to forward it to the Treasurer at the U3A Centre Kallangur. It can be delivered to the U3A Centre and receipted at reception or the monies can be banked.

Our banking details are:

Account Name:	U3A Pine Rivers Inc.
Bank:	Heritage
BSB:	638-070
Account No:	11284854
Reference:	The payment reference should include an explanation of the venue and class.

## Classroom Setup

The tutor is responsible for the setup of the room and should arrive with sufficient time before the start of their class to set up the classroom in the manner that they require, e.g. arrangement of tables and chairs, whiteboard, projectors, etc.

At the end of the class, leave the room, tables and chairs neat and tidy.

## Copyright

The ability to offer quality and diversity in teaching materials is essential to meeting member and tutor expectations within U3A. U3A Pine Rivers has the appropriate copyright licences to enable us to copy printed material and download and use audio and video/DVD material, etc for use in the U3A educational activities.

To understand the specific coverage for these licences, please see the [Copyright Licences](#) document.

## Emergency Procedures

Tutors must remind their class members of the closest exit doors and assembly area, at the beginning of each term.

The [Fire Safety Protocol](#) lists specific procedures for U3A Centre Kallangur, King's Cottage and Calala Drive Hall. In hired premises, the tutor is responsible for understanding the evacuation procedure and passing on to class members. Tutors should remind members of the emergency procedures for the venue at the start of each term. In the event of an evacuation, the tutor must remember to take the class role with them.

Tutors at private homes should consider their evacuation plans and share these with their class members.

## Conflict Resolution

Conflict exists in every organisation and to a certain extent indicates a healthy exchange of ideas and creativity. However, counter-productive conflict can result in member dissatisfaction.

As a tutor you have the right to choose who you have in your class. If you decide to exclude someone, your reasons must be fair and non-discriminatory. Please refer to the [Dispute Resolution Policy](#).

If the situation cannot be immediately resolved, please contact the Course Coordinator or member of the committee for assistance.

## U3A PINE RIVERS DOCUMENTS

### U3A Pine Rivers Policy documents

Tutors should familiarise themselves with the following important documents:

- [Anti-Discrimination Policy](#)
- [Code of Conduct](#)
- [Copyright Licences](#)
- [COVID Vaccination Policy](#)
- [Disaster Management Policy](#)
- [Dispute Resolution Policy](#)
- [Fire Safety Protocol](#)
- [First Aid Policy](#)
- [Mental Health Policy](#)
- [Occupational Health & Safety Policy](#)
- [Privacy Statement](#)
- [U3A Pine Rivers Constitution](#)
- [Volunteering Policy](#)

NOTE: These documents are available to peruse and download on the U3A Pine Rivers website. If you prefer to have a printed copy, please contact the Course Coordinator.

### Tutor Forms

The following forms are available for download, by email or printed.

- [Class Attendance Form](#)
- [Class Registration Form](#)
- [Course Proposal Form](#)
- [Incident Report Form](#)

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**Our tutors**  
are at the heart of our organisation.  
Without you, we do not exist.

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