



Tutor's Handbook

Third Edition

August 2014

Acknowledgements:

This publication is modelled on the Tutor's Handbook developed by U3A in Toowoomba Inc. The Management Committee of Beaudesert U3A Inc, wishes to congratulate U3A in Toowoomba for their tremendous effort, and offers sincere thanks for their help to us.

Thanks to all members of the Management Committee of Beaudesert U3A Inc, who suggested modifications to this Handbook.

Jean Stevens produced the notes on "Sharing knowledge and Skills", made available in Appendix 1. The notes form part of a short course on tutoring available to all potential tutors.

Management Committee for 2014

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Beaudesert U3A Inc., Contact Details

Postal Address:	PO Box 561	
	Beaudesert Qld 4285	
Location:	The Clubhouse	
	6-12 Peterson Street	
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Overview

Please use this handbook as a guide. The information contained here is from a variety of sources, ideas built up over years of experience, requirements under law and suggested methods to facilitate the smooth running of your class. We are an organisation of volunteers with a diverse background and this knowledge should be utilised to make our life richer. If there are ideas that we can embrace to improve our organisation we need to hear about them, so please feel free to make suggestions. The term Tutor' is used in many U3A organisations worldwide, to indicate the person responsible for a U3A class. Beaudesert U3A likes to give its Tutors the freedom to operate with as much autonomy as possible, within the organisations guidelines and laws.

Aims

The overall aim of Beaudesert U3A Inc. is to provide the members with both the stimulus of mental / physical activity and the satisfaction of a continuing contribution to society. It will enable them to take up new interests and to extend old ones. It will offer the joy of learning for the sake of learning: it will open up new horizons for them - unrestricted by the requirements of vocation or the desire for qualifications, and it will do so, principally by drawing upon the extensive life experience, skills and energies of the members. It is a mutual aid self-help movement - a modern community of scholars, catering primarily for people in the Third Age of their lives.

Management Committee

Beaudesert U3A is run by a Management Committee which is elected by, and from the membership of U3A. All members of the Management Committee are volunteers.

Constitution

Beaudesert U3A Inc. is an incorporated association with a duly registered constitution as required by the Department of Fair Trading.

Copies can be obtained from:

The Centacare Office, at the Clubhouse,
6-12 Peterson Street, Beaudesert,
Monday – Friday, 8.30 am – 4.30 pm.

Or downloaded from the Beaudesert U3A website.

Insurance

Beaudesert U3A Inc has three separate insurance policies through our broker.

Personal Accident - Voluntary Workers Only 18-90 years.

Business Package - Public & Products Liability/Indemnity Limit \$20,000,000

Association Liability – Limit \$5,000,000 any one claim, \$20,000,000 Annual Aggregate.

For further details of the above, contact The Secretary, 5541 3660.

Membership of Tutors

People may become tutors for Beaudesert U3A Inc, without becoming members. This allows our organisation to source individuals to tutor who would otherwise be ineligible. Such tutors require formal approval of the Management Committee. Tutors who are not members cannot attend other classes.

Contacts

The normal chain of command for Tutors in our organisation, if assistance is required, is to contact the Tutor Coordinator. If the Tutor Coordinator is unable to 'fix' the problem it can then be referred to the Management Committee.

The Tutor Coordinator's contact details are;

Laurel Fechner

Phone: 5541 2072

Email: andyfechner@bigpond.com

Postal: Tutor Coordinator
PO Box 561
Beaudesert, 4285

Guidelines

Costs: Tutors may not make any personal profit from their classes, but may charge a small fee from students to cover costs. All costs to the student should be listed, and there should be no extra or hidden charges.

Venues: Tutors may recommend and, where appropriate, organise their own venues. Assistance in finding a suitable venue is available from the tutor co-ordinator. We ask you to choose as inexpensive a venue as can be found, out of consideration for our members. Ask for the location of First Aid Kits and Emergency Muster Points. Where there is a charge for hire at a venue, tutors may charge students a small fee to cover this cost. Tutors are responsible for attending to payment for venues. Some venue managers require evidence of our insurance, in the form of a Certificate of Currency. You can obtain this from the Secretary.

Enrolment Numbers: Tutors decide whether student numbers for their classes will be limited, and if so, how many students they will accept.

Course Booklet: Tutors are asked to write a description of their course, for publication in the Course Booklet, Newsletter, and on the Web. They review this description each term to make sure it is kept up to date. Any major changes will be included in our regular Newsletter.

Attendance Record: Tutors must keep an attendance roll where participants initial at each class for insurance purposes and to check that members are financial. These rolls must be returned to the tutor co-ordinator at the end of every term.

Term Dates: There are four terms a year, within the school terms, usually 8-9 weeks each. The dates are advertised in the Newsletter, Course Booklet and on the Beaudesertu3a website. Some tutors choose to continue their classes during the holidays. Please notify the Tutor Co-ordinator and the Secretary if you plan to do this.

Enrolling Students into Your Class

Once members have paid their membership fee, they are issued with a receipt, a membership badge, and a membership card. They are then entitled to contact tutors, and ask to be enrolled in classes. Tutors who are contacted should always ask whether the enquirer is a member, and should advise the person that proof of membership (receipt, badge or card) must be shown at the first lesson.

It is the tutor's responsibility to ensure that only U3A members attend U3A classes. It is obviously unfair that members find themselves excluded from classes because vacancies are filled by non-members, or "members" whose subscription fee has not been paid. Please contact the tutor co-ordinator if you need help in managing a problem with ineligible attendees in your classes.

If too many people wish to join your class, you may choose to close enrolments.

Please contact the Tutor Co-ordinator if you have any problems or concerns.

Also if there is:

- Any change of venue
- Cancellation or discontinuation of a class for any reason.
- Extension of a class for any reason.

Communication:

Where possible all contact between Tutors, the Tutor Coordinator and Management should be via Email, where there is no Email available, then postal, or as a last resort the phone should be used. Please remember, the Tutor Coordinator is a volunteer working from home.

Process for Starting Your Class

- Prospective Tutor contact the Tutor Coordinator, for Course Information Form and Tutors Guideline sheet.
- Read your Handbook, including Appendix 1, "Sharing Knowledge and Skills with Others"
- Fill in the Course Information Form and return the Form to the Tutor Coordinator.
- Venues and time tables can then be discussed with the Tutor Coordinator.
- If the course is deemed suitable it will be published in the Beaudesert Times, on the Web, and in the Newsletter.
- U3A members who are interested usually contact the Tutor directly.

The Tutor should determine the appropriate size of their class and determine that the participants are suitable.

Excursions:

When an excursion, or any other class activity to an unscheduled location is undertaken, the date, destination, duration of excursion, etc. must be forwarded to the Secretary for insurance purposes, and the Tutor Coordinator should be informed. For extended 'trips' any medical requirements of the participating group should be recorded and kept with the Tutor for the trip. These medical records can be sealed in individual envelopes for privacy reasons and only open if required, eg, diabetics, allergic reaction.

Room Setup

Some classes may need different arrangement of the room. It is your responsibility to arrange for equipment and room set up prior to the commencement of your class. You can choose to do this yourself or arrange for members of your class to do it. For classes held at Peterson Street, contact the Tutor Coordinator for approval.

Rooms at Centacare, Peterson Street

If your class is not happening on a scheduled date please notify the Tutor Coordinator and/or Centacare, and the class members in advance.

Occupational Health, Safety and Environment Policies

From time to time, instructions are issued through various Government departments that impinge on our operations. Where possible these instructions will be displayed on our website. These do include;

Emergency Procedures, ie

Tutors must ensure that all class members are fully aware of the closest exit door/s, assembly points. When a new member joins a class please ensure they are informed.

Smoking rules.

As apply in Queensland, ie - generally no smoking.

Calling an Ambulance

Ring **000** (ie zero, zero, zero) for all emergencies. This could be but not limited to, if you suspect a Heart Attack, Stroke, unexplained Fainting, serious injuries, pain or trauma, severe blood loss.

Location of First Aid Kits.

All class participants should be aware of the location of the nearest First Aid Kits.

Accident / Incident Reporting.

All accidents and / or incidents must be reported. Please fill in all details of any event into the Accident / Incident Report Form available at the Centacare office. Classes located away from Peterson Street will need to complete an 'Accident / Incident Report' of the event and forward it to the Secretary or Tutor Coordinator. A photo copy of the form can be made from the form in the back of this handbook. The tutor must retain a copy of the report.

Privacy

Only personal information, which is necessary for the effective operation of Beaudesert U3A Inc., will be collected from members. Such information will be protected from misuse, loss, unauthorised access, modification or disclosure. No personal information on any member is to be forwarded to any other member or organisation without the express permission of the member concerned. Personal information collected will be held in accordance with the requirements of the relevant Acts, Regulations and Constitution.

Conflict Resolution

Remember, as a Tutor you have the choice as to who you have in your class. Your reasons need to be fair and non-discriminatory. You give your time freely and are not expected to cope with difficult people who sometimes forget that we are all volunteers. Should a situation arise where conflict is not immediately resolvable, please contact the Tutor Coordinator.

Copyright

All materials required for 'class' work will be subject to the normal copyright restrictions. In part under the Act this means (actual wording of the Act); Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in the work. It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

More extensive copying may constitute fair dealing for the purposes of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in sub-section 40 (2) of the Copyright Act 1968.

You, The Tutor are Responsible for Safety

As a member of a group activity, your primary concern should be your personal safety and well-being. However, you should also accept a reasonable degree of care for the safety and well-being of all other participants in the activity. You must avoid doing anything that exposes any person, including other participants in an activity, to unreasonable risk of injury or loss.

You should likewise avoid doing anything that exposes the Organisation to unreasonable risk of loss or liability.

The Tutor cannot predict all the hazards that will be encountered with an activity. The Tutor may not be aware of participants particular skills and limitations. The Tutor's responsibility begins in selecting an activity for which the tutor has the necessary skills and understanding.

Name Tags/ Badges

Course Participants are requested to wear name tags, This particularly applies to members of associated U3as.

Appendix 1



Sharing Knowledge and Skills with Others

A Short Introduction to Tutoring for the Tutors

Aims

To:

- Provide a starting point for U3A members who would like to volunteer as tutors, and for those who have already done so.
- Provide ideas about running a course, and
- Encourage members to put these ideas into practice.

Recommended Process for setting up a U3A course

Step 1

Identify a unit or topic of learning

Step 2

Either Design and develop a program

Or Adopt and/or modify an existing program

Step 3

Present and manage the course

Step 4

Evaluate the outcomes of the activity

Step 1: Identify a unit or topic of learning

Select a topic that you find interesting and stimulating, and that has the potential to develop and extend the intellectual interests of others. Draw upon your own extensive experience, skills and energies and consider what you could share with others.

Look at sources such as U3A Online, or courses offered by other U3As. Study an online course by yourself, or with the optional tutor, or organise a study group. You can the adapt the course to present to others.

Is there a topic that you would like to learn about, but you can't find an available course? Such as a burning desire to learn French? Tai Chi? Mah Jong? You could set up a self-help group.

Activity 1

Jot down:

1. What skills/knowledge have you shared with others?
2. What skills/knowledge would you like to share?
3. What skills/knowledge would you like to acquire?

What topics are suitable for a U3A course?
Do you think that other people would enjoy what you would like to offer?
Discuss your ideas with other U3A members.

Step 2: Designing and developing a program

You must be able to answer these very important questions:

- ❖ **What are your aims?**
- ❖ **What outcomes do you expect?**
- ❖ **How well do the outcomes meet your aims?**

Even a self-help group must have aims!

Example

Self-help French Course Aims

Read French
Write French
Translate French into English
Translate English into French
Speak French
Listen and comprehend the spoken word in French.

Activity 2

Consider:

- | |
|--|
| <ol style="list-style-type: none"> 1. What are the aims of a Mah Jong or Tai Chi group? 2. What are the aims of a discussion group? 3. What are the aims of your course? Write them down. |
|--|

<p>Do you think that other people would agree with you? Discuss your ideas with other U3A members.</p>
--

If you have aims, you must have ways of determining how well those aims are met!

Design

Program design must reflect the aims of your course.

If you look at a U3A Online course, you will find detailed explanations plus a number of activities for each topic or session., plus a self-test quiz (with answers).

Such detail isn't always necessary, but I would recommend that you plan your **FIRST** session in considerable detail.

Venue

Can your course be run at home? Or does it require a venue such as Peterson Street or Cath's House. Can you find another space?

Remember - the group must cover all costs!

Example**Self-help Art group**

- Large, airy, light space
- Tables/easels large enough for each person and equipment
- Hire of hall
- Water, tea/coffee

Activity 3

Write down

1. Your aims for the session
2. What you plan to say
3. What you want your group to do.

Allow time for discussions and feedback.
Consider times for each activity, and allow for breaks.
What size of group do you anticipate?
Consider the resources you need. What will they cost?
How will your course be advertised?

Discuss your ideas with other U3A members.

Once the ice is broken and participants become pro-active. Less detail may be required.

Step 3. Present and manage the course**Presenting a program**

Tell people what you are going to say, say it, and then tell them what you have said.
In other words, state your aims, present your material, and provide a summary!
Be ready to change your prepared plan of action at any time, and don't worry if you don't cover the material that you thought you would. It will come in useful at a later date.

Most first-time tutors speak too fast. Go slowly, and go over important points where necessary.

Engagement with the group must be ethical and inclusive. It should be intellectually satisfying and provide both you and the group with challenge and stimulus. Allow time for discussions and feedback, and give participants the opportunity to assess their own performance, satisfaction level and progress.

Mutual interests and good manners are all that is required for a successful presentation!

Activity 4

Consider the following situations:

- Have you ever attended a course or meeting where things have not gone as planned?
- Consider what could go wrong with your planned session. What would you do to handle problematic situations?
- How will you react if nobody wants to enrol in the course you have spent so much time and effort planning?
- What kind of support do you expect from the U3A?

Discuss your ideas with other U3A members.

Step 4: Evaluate the outcomes of the activity

Keep a logbook, diary or record of each session. Record attendance and note critical incidents.

Analyse and comment on your own efforts and effectiveness in your role as tutor/facilitator. Be reflective – what worked, what didn't.

What can you do to improve your presentation? Build a portfolio of good ideas. This is termed Action Research!

Use your own analysis and the feedback from your group to better understand the learning environment.

Construct a report at the end of your session or program for the U3A newsletter.

Join the Tutors forum and assist others to take on a tutoring role.

Activity 5

- Evaluate these notes as a tutor aid, and/or evaluate this learning session.
- What would you expect to see in Tutor guidelines?
- How would you see a Tutors Forum working?
- What kind of support do you expect from the U3A?

Discuss your ideas with other U3A members.

Appendix 2

Beaudesert U3A Inc. Membership Medical Information Form	
Name and Membership Number	DOB
Address PostCode	
Home Telephone	Mobile
Emergency Contacts	
1. Contact Name	Telephone
2. Contact Name	Telephone
Current Medical History	
1. Do you have a disability? YES ____ NO ____	
If YES, what is your disability, and please explain how it could affect you:	
2. Do you take any medication? YES ____ NO ____	
If YES, please indicate your drug name/s, and drug dosages:	
3. Do you suffer any allergies? YES ____ NO ____	
If YES, please list:	
4. Do you have any current medical problem? YES ____ NO ____	
If YES, please list:	

NB Confidential information, for use in emergency only

ACCIDENT / INCIDENT REPORT	
Beaudesert U3A Inc.	
Date:	Report#
Location:	
Accident / Incident Reported by:	
Person/s Involved:	
Witnesses:	
Description of the Event:	
Action Taken:	
Follow-up actions required and / or recommendations for improvements:	

COURSE INFORMATION FORM Beaudesert U3A Inc.	
Course Name:	
Course Description:	
Tutors Name:	
Tutors 2IC Name:	
Venue:	
Day and Time:	
Cost per Class / Term:	
Private Information (not for Publication)	
Tutors Postal Address:	
Tutors Phone Number:	
Tutors Email:	
Tutors 2IC Postal Address:	
Tutors 2IC Phone Number:	
Tutors 2IC Email	

Please PRINT and return all details via Email or Postal to:

Beaudesert U3A Tutor Coordinator

Email: u3aBeaudesert@gmail.com

Postal: Beaudesert U3A Inc.,
 Tutor Coordinator
 PO Box 561
 Beaudesert, 4285

BEAUDESERT U3A INC., TUTOR DETAILS – EXPRESSION OF INTEREST

NAME

ADDRESS

E MAIL

PHONE

SUBJECT(S)

VENUE PREFERENCE

COMMENTS

Please PRINT and return all details via Email or Postal to:

Beaudesert U3A Tutor Coordinator

Email: u3aBeaudesert@gmail.com

Postal: Beaudesert U3A Inc.,
 Tutor Coordinator
 PO Box 561
 Beaudesert, 4285

MEMBERSHIP FORM



BEAUDESERT U3A INC

PO BOX 561

BEAUDESERT, QLD 4285

Title	Surname
Given Name	Badge Name
Address	
Post Code	Phone
Email	

Would you be interested in becoming a Tutor or Assistant	Please circle YES NO
What Subjects?	
Would you be willing to assist the Committee in any of the following?	
Please circle: OFFICE NEWSLETTER COURSE IDEAS COMPUTERS OTHER	

Application: I hereby apply for membership of the Beaudesert U3A Inc. and agree to the terms and conditions of the Rules of the Association and such other conditions as may be determined from time to time by the Committee Annual Membership from 1st January to 31st December. Membership fees for 2011: \$20 per person

Signed: _____ Date: _____

Proposed By: _____ M/ship No _____

Seconded By: _____ M/ship No _____

OFFICE USE : Receipt No _____ Membership No _____

Amount _____