

## OUR COMMUNITY

U3A Bairnsdale operates as a RESPECT Community. The practices of our community include:

- **Respect for Self:** in the way we speak, participate and present ourselves and our ideas that allows each member of a class to feel comfortable in their environment.
- **Respect for Others:** in encouraging participation of others in activities and discussion, respecting their views and ideas and accepting that all individual ideas may not be accepted by others.
- **Respecting the Environment:** there is an expectation that rooms are left clean and tidy and ready for the next class.
- **Respecting the Opportunity:** to learn by sharing skills and knowledge, taking time to listen to others and by allowing all to participate.

## HOW TO JOIN

### 1. ONLINE

- Visit our Website: <https://u3abairnsdale.org.au>
- Click the symbol for how to join and follow the prompts
- Complete the details required
- Once you have joined follow the prompts to choose the available classes

### 2. MANUALLY

- Call at the office between 10am ~ 3pm daily  
Collect a membership form, complete and hand it in at the office

### 3. PAYMENT

- Online using direct debit or PayPal
- Obtain a pay-in slip from the office and pay directly at Bendigo Bank
- Pay Cash or EFTPOS at the Office



Scan the code to  
access the website



# TUTORS HANDBOOK 2024/25



UNIVERSITY OF THE THIRD AGE

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**Tutors unable to attend a scheduled class  
please text class & name details to:  
0493 672 446**

## ACKNOWLEDGEMENTS

We acknowledge the information and ideas sourced from the internet from other U3As, the work of Sally Robins, in compiling the document and Nikki Francis in preparing and publishing document on our website.



## FACILITIES

U3A rents the Bristol Building from Gellen who act as Agents for the Shire Council. U3A rooms are available for 48 weeks of the year. Tutors may choose to run their classes in line with the school year or in consultation with class members. All rooms have a number limit for occupancy. Rooms have access to Wi-Fi and screens. Some have TV access. Rooms are allocated according to suitability for activity. Rooms may be re-organised to suit a class but must be restored to original arrangement at the end of a lesson.

## KEY DATES FOR 2024/2025

The dates below are Victorian School Holidays. Schools operate as terms. The dates below are provided for reference purposes.

### TERM DATES 2024

**TERM 1** 29th January - 28th March  
**TERM 2** 15th April - 28th June  
**TERM 3** 15th July - 20th September  
**TERM 4** 7th October - 20th December

### TERM DATES 2025

**TERM 1** 28th January - 4th April  
**TERM 2** 22nd April - 4th July  
**TERM 3** 21st July - 19th September  
**TERM 4** 6th October - 19th December

### PUBLIC HOLIDAYS

U3A does not generally operate on public holidays but classes may do so if they wish except for the 10 days over the Christmas period commencing on the 24th of December.

### SEMESTERS

U3A classes are organised as a semester long i.e., equivalent to two terms. Tutors may elect to take mid term breaks i.e., school holidays if they elect to do so.

## COMMITTEE MEETING DATES

The Bairnsdale U3A Committee conduct their general meetings on the second Tuesday of the month.

**U3A Bairnsdale and District Inc Reg No A0031653Z**

### ANNUAL GENERAL MEETING

Wednesday March 20th, 2024, 12.15 pm

Room 16  
Bristol Building  
The Hub  
Bairnsdale

## MAINTENANCE OF FACILITY

The U3A building is leased from an organisation known as Gellen (Gippsland East Local Learning and Employment Network Inc). Any concerns about facilities need to be provided to the Volunteer on office duty.

## NAME TAGS

Members are provided with name tags which include emergency contact details. It is a requirement that name tags be always worn when attending U3A.

## OFFICE OPEN HOURS

**The office is officially open from:**

Monday – Thursday 10am – 3pm

Friday 10am – 11.30am

## EARLY CLASSES

Where classes commence before 10am it is the tutor's responsibility to ensure arrangements to access the buildings have been made.

## UNEXPECTED CLOSURE

On the rare occasion there may be unscheduled and unexpected days when the building is closed for emergency reasons. If the building is closed, no classes will proceed on that day. If possible tutors and students will be notified.

## PARKING & ACCESS

Limited parking is available on Service and Rupert Streets and in the car park. There are two disabled parking spaces available. There is a ramp to access the front of the building and on the car park side.

## PHONE USE IN CLASS

U3A Bairnsdale is a RESPECT Community, consequently, if possible, tutors and students should not receive or take calls during class. Please remind students to silence their phones. Any urgent calls should be taken outside the classroom.

## PHOTO TAKING

Tutors must obtain verbal approval from students before taking class photos or photos of student artwork or photographs. Please provide a reason for taking the photo. If the image is to be used for publication the student/s must understand and give consent.

## TUTOR SUPPORT

**If you require assistance with or access to:**

- photocopying (free)
- information on enrolments
- electronic resources
- assistance with using UMAS.

Contact the office staff and/or the Secretary or President.

## USE OF THE UMAS DATABASE

The UMAS system is widely used by U3A's in Victoria. For U3A office volunteers and tutors, UMAS provides a comprehensive database, which manages members enrolment details and course information, as well as providing the capabilities of generating reports and maintaining an email system with all members.

Tutors must not circulate lists of students' details or give information about members without having specific permission from the individuals involved. However, should a student decide to share their information this is their prerogative.

Tutors will be given training in the use of the UMAS computer system upon request



## AIMS

1. To provide educational, social and recreational programs and activities which promote lifelong learning for members.
2. To create an environment based on RESPECT that encourages participation, mutual co-operation and social equality without reference to qualifications, assessments, awards, or distinction between those who teach or lead and those who participate.
3. To advocate for and celebrate the capabilities and potential of mature-aged people and their value to society.

## POLICIES

Policies are in place to guide and inform us of our activities, rights and responsibilities. These can be viewed on the Bairnsdale U3A website. If you have any questions, please direct them to the secretary.

## CONTACTS & COMMUNICATION

**Communication to members is via several platforms:**

- Emails. Bulk emails are sent out via UMAS. UMAS is the software data management system that has been adopted by U3A Victoria
- Website [www.u3abairnsdale.org.au](http://www.u3abairnsdale.org.au)
- Newsletters. These are sent out to all members via email. Some hard copies are obtainable from the reception foyer or can be viewed, downloaded and/or printed from the U3A Bairnsdale website. <https://u3abairnsdale.org.au/newsletters>
- Noticeboards and screens in the U3A building – the reception foyer is for formal notices from Committee and there are also boards in the corridor.
- Electronic Screen in the Common room provides key information. (Room 19)
- Facebook is updated regularly.
- Messages - if you wish to leave messages at the office for class participants, please put them in an envelope and clearly mark who they are for.
- As a tutor you have the means to review your class list and to send out emails to class members.

Contact details of the Bairnsdale U3A Management Committee are available upon request from office staff at reception.

## WHEN DESIGNING A COURSE

### Tutors need to:

- Design the length which will be one semester or two semester programs.
- Consider the principles of adult learning. See useful information at [Adult Learning Theory: Methods and Techniques of Teaching Adults | Research.com](#)
- Decide on the minimum and maximum number of participants considering the size and safety capacity of the room.
- Identify and organise appropriate resources for the course.
- Seek regular feedback from course participants.
- Remember to actively involve class members. They bring a wealth of knowledge with them and interaction is important in stimulating cognitive memory.
- A range of one day or special one or two day programs can occur in consultation with the Secretary/program organiser.

## KEY PROCEDURES, PROCESSES & OPERATIONS

Alphabetically Listed - Page 1.

## ABSENCE OF TUTOR

It is the responsibility of the tutors to contact their students notifying them of class cancellations. The UMAS email system will assist with this. If the tutor is unable to contact any student, the tutor may request assistance from the office.

Contact the Office or email to notify your absence.

### If the absence is prolonged the options could include:

- Class students engage in temporary self-help, or
- A temporary tutor is found

## CLASS ENROLMENT FOLDERS

1. Enrolment folders are in Room 19 below the information board/screen.
2. Students must initial the enrolment form on the day they attend. (It is a requirement by law and a necessary procedure to undertake to ensure that the organisation and its members can be covered by their insurance policy.)
3. At the end of the session, the folders and the classroom payment (see below) are handed to the reception desk.
4. It is useful to ask a class member to be responsible for this.

## CLASSROOM PAYMENT

All students attending classes on the U3A Bairnsdale premises are required to pay \$2 to every session they attend. This covers the costs of class materials, equipment usage and cleaning across the organisation. At the end of the session these monies are handed to the reception along with the class enrolment folders.

## CLASSROOM ETIQUETTE

Courses will have been allocated to specific rooms.

### Tutors are responsible:

1. For setting up the rooms, turning on and off lights and air conditioning/heating at the beginning and end of their class.
2. Removing any rubbish left in the room.
3. Tutors will need to ensure that noise levels do not interfere with other classes operating concurrently
4. Return room to the setup illustrated on the door

## COPYRIGHT

According to Copyright legislation, U3A Victoria Inc. is covered by the statutory educational licence which allows people working in education institutions to copy, adapt, share and store materials for students including for online learning.

It must be noted that this material cannot be used for any other purpose and that you cannot copy or share more than a reasonable portion of a publication that is available for purchase.

Provided these requirements are met, people working in an educational institution can copy, adapt, share and store any text and images that they have access to, including digital and print material. This means you can:

- photocopy, print and scan.
- duplicate digital copies and upload to a server
- share material on a server to students and email to students provided the material is only available to the relevant students and for the necessary time.
- adapt and include in teacher-made resources.

## DISPUTES

Any disputes between members according to the Rules of the Organisation should be resolved by the parties concerned. Where this is not possible assistance and guidance should be sought from the Secretary or President.

## EQUIPMENT FOR COURSES

Resources for classes - consumables are the responsibility of class members. Request for other resources are to be made in writing to the Secretary.

## FIRE & EMERGENCY EVACUATIONS

In the case of fire or emergency, tutors should evacuate their students by the safest and most direct route. When in the assembly area, tutors should consult the attendance roll to make sure that all students are accounted for.

Evacuation details are in every room, please become familiar with them.

## FIRST AID

Tutors should ensure that they know the location of the first aid kits. A defibrillator is also available and is simple to use.

## INCIDENT REPORTING

In case of an accident or illness in class or during an outside classroom activity a form located in the Office must be completed.

The completed form, including names of witnesses, shall be forwarded to the Office where it will then be forwarded to Gellen's site Health and Safety Officer.

In the case of a collapse or serious injury the tutor or office staff should ring the ambulance on 000. The emergency contact number on the members name tag should also be notified.

## INSURANCE

Anyone making a claim for injury sustained at the U3A venue should advise the Secretary and they will be provided with a claim form.

## KITCHEN USAGE & RERESHMENTS

Self-service tea, coffee, and biscuits along with the use of plates and cutlery are available at no cost to all members.

If the class breaks for refreshments during their session make sure your students are aware they are responsible for returning dirty utensils/cups to the main kitchen in (Room 19). Please follow the signs in relation to dirty dishes and waste. The office staff will organise the dishwasher.

If your group has a party or event involving food, they are required to clean up dishes, tables etc.

## TUTORS ROLES & RESPONSIBILITIES

### ETHOS

#### Tutors have a responsibility to:

- Be respectful of class members ensuring all members have equal access and opportunity to participate.
- Be reliable, accountable and committed.
- Undertake the agreed program or course responsibly and ethically.
- Respect confidentiality.
- Value and support other volunteers.
- Ensure you are fully aware of all issues concerning OH&S and in particular evacuation and emergency procedures.
- Know the relevant policies regarding copyright, taking photos and grievance procedures.

#### TUTORS HAVE A RIGHT TO:

- A healthy and safe work environment.
- Request, within financial reason, items or equipment that will enhance their teaching and students learning.
- Being kept informed on matters that directly and indirectly affect them as a tutor.
- Access grievance procedures when required.
- Request advice or support from the Committee when needed.

## ENROLMENT PROTOCOL

- The UMAS database records enrolments in time order.
- When classes have reached the maximum number of enrolments a wait list for future vacancies will be automatically generated
- Class members should sign into each session as this cover's participants for insurance purposes.
- Guest speakers or guests to class must sign in at the office for the reason given above.
- If there are skill or physical requirements for courses, then they must be specified in the course description and tutors may exclude enrolees who do not meet the advertised requirements following assessment