



U3A Ipswich & West Moreton Inc  
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## HANDBOOK FOR TUTORS

Booval Campus	Woodend Campus
<p>Office &amp; Campus            U3A House            25 Eileen Street            Booval Qld 4304            Phone: 07 3282 7484</p> <p>Campus Manager: Geoff Mayhew</p>	<p>Campus Only            Woodend Nature Centre            35 William Street            (off Harlin Road)            Coalfalls Qld 4305</p> <p>Campus Manager: Eric Boel</p>
<p>Office hours            10 am to 12 noon            Not open during school holidays            Photocopier &amp; Internet available</p>	<p>No office roster            Photocopier &amp; Internet available</p>
<p>Email: <a href="mailto:contact@u3aipswich.org.au">contact@u3aipswich.org.au</a>            Web: <a href="http://www.u3aipswich.org.au">www.u3aipswich.org.au</a></p>	

### Introduction to U3A

U3A (University of the Third Age) is an international movement for seniors who find joy in learning. The word 'university' in U3A is used in its earliest sense – a community of scholars who get together to help each other.

There are 34 U3As in Queensland with almost 24,000 members. U3A Queensland Network Inc. was established in 2009 to be the state-wide voice of the U3A movement in Queensland. We are members of that network [www.u3aqld.org.au](http://www.u3aqld.org.au).

### A General Overview for all Members

U3A Ipswich & West Moreton Inc (U3A Ipswich)

- established in 1994
- a not-for-profit organisation registered with the Australian Charities & Not-for-Profit Commission (ACNC), Australian Business Number (ABN) 23 186 788 461, not registered for GST
- run by volunteers from our membership
- target membership is retirees and seniors and membership fees are kept affordable

- no formal qualifications for tutors are required and no degrees, diplomas or certificates are awarded
- aims to provide members with the stimulus of mental or physical activity, to enable members to take up new interests and extend old ones leading to the satisfaction of a continuing contribution to society and
- opens new horizons offered through retirement by drawing on the life experiences, skills and energy of our members.

### **Our Vision**

To foster the joy of lifelong learning and social connection for all seniors to enhance quality of life.

### **Our Mission**

To grow membership through good governance and to ensure that all seniors in the region have opportunities for personal growth through learning, exercise, volunteering and social interaction.

### **Our Values**

- valuing volunteers, the core of the organisation
- respecting each other
- working together
- striving for improvement in all aspects of the organisation.

### **Constitution, By-Laws & Policies**

- Copies of our Constitution, By-Laws, Code of Conduct, Complaints & Grievance Policy and all other relevant policies are available on our website.
- Our 2021 – 2024 Strategic Plan is also available on our website under the heading: 'About Us'.
- It is a condition of membership that all members agree to abide by our Constitution, By-Laws and all Policies.

### **Management Committee**

U3A Ipswich is run by a Management Committee. The names of Committee members are on our website and contact details are in the Office Handbook.

All members of the Committee are volunteers elected by, and from, our membership at our AGM, usually held in March.

### **Our Tutors**

Thank you for offering to be a Tutor. Whether you are a new or experienced Tutor, please read this handbook to ensure you understand your rights and responsibilities. This handbook is a working guide for Tutors. Further information is available from the Tutor Coordinator.

Like most U3A groups worldwide U3A Ipswich uses the term 'tutor' for the person responsible for a class. We give our Tutors the freedom to operate with as much autonomy as possible within our Constitution, By-Laws, Code of Conduct and other policies. It is important that all Tutors familiarise themselves with our Constitution and suite of comprehensive policies, especially our Policy on Access for People with Impairments and Disabilities. This policy also clarifies the need for carers to remain in classes attended by those they are caring for.

Our class terms follow the Queensland Education school year.

U3A Ipswich depends entirely on our volunteer Tutors to present interesting, educational and stimulating classes. Dedicated and satisfied Tutors are essential to our continued existence. Tutors are not required to pay the annual membership fee as their membership status is Honorary. However, all Tutors must update their membership registration details with any changes. Our Tutors may enrol in classes without having to pay the annual membership fee.

<b>Contact for Assistance</b>	The first point of contact for Tutors is the Tutor Coordinator. If the Tutor Coordinator is unable to resolve the issue or is unavailable any member of the Management Committee should be contacted. Where possible all contact between Tutors, the Tutor Coordinator and the Committee should be by email.
<b>Tutor Forums</b>	From time to time, Tutor Forums will be held to: <ul style="list-style-type: none"> <li>• exchange ideas</li> <li>• share experiences</li> <li>• enhance good communication among Tutors and the Tutor Coordinator.</li> </ul> All Tutors will be notified of the date, time and venue of these Forums and Tutors will be asked to let the Tutor Coordinator know of any topics they would like discussed.
<b>Establishing a New Class</b>	A prospective Tutor should contact the Tutor Coordinator to discuss the nature of a proposed class and complete a Tutor Registration Form (see our website). This form is given to the Tutor Coordinator who, with another Management Committee member, will meet with the prospective Tutor to: <ul style="list-style-type: none"> <li>• clarify the name, aims and purpose of the class</li> <li>• decide on the minimum size of class (no less than two students)</li> <li>• determine the maximum size enabled by venue or topic</li> <li>• waiting list processes</li> <li>• identify venue requirements and equipment availability</li> <li>• discuss scheduling.</li> </ul> If considered suitable the class will then be recommended to the Management Committee for approval. On acceptance the course will be publicised to the membership and general public by email, newsletter, social media and website. Interest in attending the class is then registered with the Office or directly through the membership portal on our website. Once the minimum size is reached the Tutor Coordinator will notify the Tutor so the class can begin. A class may be closed when it reaches the maximum number of students and a waiting list established. A Class Attendance Sheet and Tutor Checklist will be available to the Tutor through our website. It is a Tutor's responsibility to assess the suitability of students to attend the class.
<b>Privacy and Confidentiality</b>	U3A Ipswich has a duty of care to ensure that privacy and confidentiality are maintained at all times. Member's personal information must be kept private & secured. Tutors are required to abide by our By-Laws and policies all of which are available on our website. A Tutor is required to fill in & sign a Confidentiality Agreement.
<b>Workplace Health &amp; Safety</b>	All tutors must follow safe practices to ensure they do not injure themselves or others. Do not lift heavy objects. A First Aid Kit is located on the kitchen wall in U3A House in Booval and inside the walk-in pantry at Woodend.
<b>Enrolling students</b>	Only financial members are eligible to attend classes. Tutors must check that class attendees are financial members by checking the Online Member Services (OMS) on our website, by asking the student to confirm membership, or by asking for proof of membership from the Membership Officer or Tutor Coordinator. Contact the Membership Officer if you need help managing non-financial attendees in your class.
<b>Class Visitors, Guests and Guest Speakers</b>	<ul style="list-style-type: none"> <li>• In accordance with our By-Laws Tutors wishing to invite a guest speaker to give a lecture or demonstration to their class must advise the Management Committee by email prior to inviting the guest speaker. Only</li> </ul>

	<p>once the Management Committee has approved this request can the invitation proceed.</p> <ul style="list-style-type: none"> <li>• Payment to guest speakers is prohibited.</li> <li>• Non-members are permitted to attend a class once before being required to become a financial member.</li> <li>• Visitors' names and contact details must be added to the class Attendance Sheet on the day of their visit.</li> <li>• Visitors are not covered by U3A Ipswich insurance policies unless prior arrangements are made for them to be given Honorary membership.</li> <li>• Contact the Membership Officer for this to be done in time for the guest visit.</li> </ul>
<b>COVID SafePlan</b>	<p>Please refer to our full COVID SafePlan under 'About Us' on the website. Hand sanitizer and disinfectant wipes are provided to clean the reception and any frequently used areas. Wipe any area you feel appropriate for your COVID safety.</p> <p>Before closing the venue please clean:</p> <ul style="list-style-type: none"> <li>• frequently touched areas and surfaces</li> <li>• telephone handpieces and computer equipment – keyboard, mouse, monitors</li> <li>• tables and chairs used during the class.</li> </ul>
<b>Class Attendance</b>	<ul style="list-style-type: none"> <li>• Class Attendance Sheets are available in the office for use as a class roll. Email the Tutor Coordinator for an electronic copy.</li> <li>• Tutors have access to the electronic version of these attendance sheets through the OMS on our website.</li> <li>• Record the names accurately, both first name and surname, of all members who attend your class on the Class Attendance Sheet. Tutors can view current members' information through the website OMS under the Tutor Info button and a list can be printed.</li> <li>• Ask them to provide, or check, their phone numbers and email addresses.</li> <li>• At each session mark their presence or absence or ask for a volunteer 'class secretary' to do this.</li> <li>• It is important that Class Attendance Sheets are marked through the website OMS or reach the office promptly and are accurately filled out.</li> <li>• After the first class of term, forward the Class Attendance Sheet to the office for auditing if you are unable to enter details into the website OMS. Always contact the Membership Officer if a member is unable to be added to the roll.</li> <li>• Class Attendance Sheets are audited periodically to ensure all class members are financial members.</li> </ul>
<b>Disability Access</b>	<p>Please refer to the Disability Access Policy available on the website regarding access for persons with a disability and their carer/s.</p>
<b>Risk Management, Personal Safety and Security of Tutors</b>	<ul style="list-style-type: none"> <li>• You, the Tutor, are responsible for safety in your class.</li> <li>• Your primary concern should be for your personal safety and well-being.</li> <li>• You must also accept a reasonable degree of care for the safety and well-being of all participants in any activity within your class.</li> <li>• You must avoid doing anything that exposes participants to unreasonable injury or loss.</li> <li>• You must also avoid any action that exposes U3A Ipswich to unreasonable loss or liability.</li> <li>• Your responsibility begins in selecting activities for which you, as Tutor, have the necessary skills and understanding.</li> <li>• No Tutor is to conduct a class or activity with only one student. If this situation arises the class is to be cancelled.</li> <li>• For premises without adequate air-conditioning: if the temperature is forecast to be 38 degrees or more, the class or activity should be</li> </ul>

	suspended for that day at the discretion of the Tutor. Tutors and students who disregard this recommendation do so at their own risk.
<b>New Venues</b>	<ul style="list-style-type: none"> <li>• All venue arrangements are to be made by the Venue Coordinator or Tutor Coordinator who are members of the Management Committee.</li> <li>• Tutors should not enter into such agreements but are encouraged to provide requests or suggestions to the Venue or Tutor Coordinators.</li> <li>• The Venue Coordinator will complete a risk assessment and arrange for a First Aid Kit and Emergency Evacuation Plans to be made available.</li> </ul>
<b>Classroom and Equipment</b>	<ul style="list-style-type: none"> <li>• It is your responsibility to arrange the room set-up together with any required equipment prior to commencement of your class.</li> <li>• You can do this yourself or arrange for your students to do this.</li> <li>• Failure of equipment should be reported to the relevant Campus Manager or Tutor Coordinator.</li> <li>• Leave the room in good order ready for the next users.</li> </ul>
<b>Change to Class Schedule</b>	<p>Please give advance notice to the Tutor Coordinator if you:</p> <ul style="list-style-type: none"> <li>• require a change of venue or a change to class times</li> <li>• wish to cancel, discontinue or postpone a class</li> <li>• schedule holidays for your class at times different from other classes.</li> <li>• For any change that affects the use of a paid venue notify the Venue or Tutor Coordinators.</li> </ul>
<b>Excursions</b>	<ul style="list-style-type: none"> <li>• Excursions outside of the usually scheduled class or activity must be approved by the Management Committee in advance in order to confirm that our insurance policies apply.</li> <li>• For such excursions or any other class activity to an unscheduled location, the date, destination, duration of the excursion and any other relevant information must be forwarded to the Tutor Coordinator who will notify the Management Committee.</li> <li>• The Tutor Coordinator must be consulted in advance if an excursion will incur costs such as bus hire or entry tickets, where U3A Ipswich is required to make payment. The Tutor Coordinator will then seek Management Committee approval.</li> <li>• In most cases class members will be expected to cover such costs themselves.</li> </ul>
<b>Tutor Expenses</b>	<ul style="list-style-type: none"> <li>• Our By-Laws prohibit any member from receiving any financial benefit for services rendered to U3A Ipswich.</li> <li>• However, no Tutor should be 'out of pocket' as a result of their contributions and reasonable expenses such as travel, will be reimbursed on request. Eligible expenses may also include telephone and stationery expenses.</li> <li>• All expenditure for which reimbursement is sought must be approved by the Tutor Coordinator.</li> <li>• The Expense Claim Form (available at the office) must be used.</li> <li>• Lodge the completed form plus receipts with the Treasurer by email or in a sealed envelope addressed to the Treasurer.</li> <li>• Preparation material and handouts needed for a class should be photocopied in the office at U3A House without charge. Record all print jobs in the Photocopier Book.</li> </ul>
<b>Publicity and Promotion of Classes</b>	<ul style="list-style-type: none"> <li>• Once you are ready to commence your class, we make every effort to promote it and encourage members to sign up for it.</li> <li>• There are a number of ways to promote U3A Ipswich activities – both formal and informal. Word of mouth is very effective and all members are encouraged to be good ambassadors and to actively encourage new membership.</li> </ul>
<b>Open Day</b>	This event is held each year before the start of Term 1. Hundreds of current and prospective members come to:

	<ul style="list-style-type: none"> <li>• learn about classes on offer and meet Tutors</li> <li>• pay their membership fees</li> <li>• meet the Management Committee and Volunteers</li> <li>• enjoy morning tea with friends.</li> </ul> <p>It is an important event. All Tutors are encouraged to make themselves available to talk about their subject and to promote their class. If your class has a waiting list your attendance nonetheless supports U3A Ipswich and your fellow Tutors.</p>
<b>General Publicity</b>	<p>We are always on the lookout for interesting news items, achievements or quality photos which can be used for promotion and publicity.</p> <p>All promotion for or publicity of our activities, including use of our logo, must be approved by the Management Committee. Please submit all promotional material for approval prior to release. This includes editorial stories, handouts, brochures, signage, and videos.</p>
<b>Newsletter</b>	<p>We aim to publish an electronic newsletter on a regular basis. It contains news, stories of our activities, items of interest and photos of classes and events.</p> <p>Emails will be sent to members when special events and announcements fall between the e-Newsletters.</p> <p>Please let us know if you would like a photographer to attend your class or special event. We are always happy to add to our growing archive of photographic records.</p>
<b>Website and Social Media</b>	<p>Our website <a href="http://www.u3aipswich.org.au">www.u3aipswich.org.au</a> and our Facebook site <a href="https://www.facebook.com/groups/www.u3aipswich.org.au">https://www.facebook.com/groups/www.u3aipswich.org.au</a> are our 'Windows to the World' and we encourage you to make good use of them to acquire and provide information.</p> <p>There are many possibilities of what can be uploaded - changes to class schedule, messages from the Tutor, outline of class programs, new classes, photos, reports, samples from writing classes, examples of artwork by members. They are powerful methods of communicating with members and the wider community. Email our website manager or Tutor Coordinator if you are interested.</p>
<b>Copyright</b>	<p>U3A Ipswich has opted to be included in the U3A Network Queensland Inc umbrella copyright agreement with the Copyright Agency Limited. Our licence number 6878 states that the copying of copyright works by educational institutions is permitted provided statutory conditions are met. All material copied for class work is subject to normal copyright restrictions. Under the Act this means that '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 of 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 periodic 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.'</p>
<b>Reporting Accidents or Incidents</b>	<p>Whether an accident or incident appears minor or not the Accident &amp; Incident Form (available for download from the website and printed copies are available in the office at U3A House and at Woodend) must be completed and lodged with the Secretary or a Management Committee member as soon as possible.</p> <p>Once received, the information on the Form is recorded by the Secretary in the Accident &amp; Incident Register.</p> <p>It is essential this information be accurate and filed. The strictest confidence is ensured by the Management Committee. Do not hesitate to contact any Management Committee member if you need assistance.</p>

<p><b>Conflict Resolution</b></p>	<p>We have a Code of Conduct which informs members of our expectations of behaviour and treatment of each other. The Management Committee will enforce this Code.</p> <p>As a Tutor, you decide on the size and composition of your class but the reasons for your decisions must be transparent, fair and non-discriminatory. You give your time freely and are not expected to cope with difficult people. Examples of issues requiring the Complaints &amp; Grievance procedure may include:</p> <ul style="list-style-type: none"> <li>• inappropriate behaviour</li> <li>• disruption to the conduct of the class by overly assertive argument</li> <li>• displayed distress of a class member as a result of class discussions.</li> </ul> <p>Should a situation arise where conflict is not immediately resolved please:</p> <ul style="list-style-type: none"> <li>• contact the Tutor Coordinator</li> <li>• complete a Complaints &amp; Grievances Report Form (available in print format from the office or on the website) within 24 hours and,</li> <li>• lodge it with the Tutor Coordinator or the Secretary by email or in a sealed enveloped delivered to the office.</li> </ul> <p>It is important to do this soon after the conflict or incident occurs.</p>
<p><b>Emergency Procedure</b></p>	<p>Tutors must ensure that class members are aware of the location of First Aid Kits, exits and assembly points. The First Aid Kit at Woodend is inside the walk-in pantry in the kitchen and at U3A House in Booval it is in the kitchen on the wall.</p> <p>When a new member joins your class ensure they are informed of safety procedures.</p> <p>Emergency evacuation procedures, provided by Glebe Road Uniting Church, for U3A House in Booval are prominently displayed in U3A House. The Emergency Evacuation Diagram for Woodend, prepared by the Ipswich City Council, is prominently displayed in the Woodend facility.</p>
<p><b>In Case of Emergency</b></p>	<ul style="list-style-type: none"> <li>• Dial 000 (zero, zero, zero) for all emergencies – for example, if you suspect heart attack, stroke, fainting, serious injury, severe pain or trauma, severe blood loss</li> <li>• should a person on site require medical attention stay with the person until medical help arrives</li> <li>• call the nominated ICE contact found in the OMS on the website after the person in need of attention has been cared for.</li> </ul>
<p><b>Insurance</b></p>	<p>We maintain appropriate insurance policies, including Public Liability Insurance for \$20 million. Our insurance policies are taken through our membership of the U3A Network Queensland Inc. Our insurance policies are available to members for inspection. For further information, please contact the Secretary.</p>