

# GUIDE FOR TUTORS

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## **1. INTRODUCTION**

U3A Surf Coast values the contribution made by our volunteer tutors. Without tutors, there would be no U3A.

This guide is designed to assist tutors in planning and conducting courses. It is by no means comprehensive, but it will alert you to serious legal obligations as well as less serious reminders and tips for conducting classes.

Even though all work for U3A is voluntary, that does not exempt us from statutory obligations relating to privacy, health and safety, risk management, sexual harassment, bullying and discrimination. For this purpose, U3A SurfCoast has adopted the U3A Network policies and procedures which are available on the **About Us** page on our web site.

## **2. WEBSITE AND DATABASE**

Our website [www.u3asurfcoast.org.au](http://www.u3asurfcoast.org.au) is the backbone for U3A Surf Coast's course information, enrolments and membership. Through the website, tutors can also link to our database for course planning, emailing students, monitoring enrolments and printing attendance sheets. On the website, log in with your Member Number and password to gain tutor access to student lists, venue information, class dates and emergency contact details for each student. You will also be able to access some of the administration database features.

For instructions on working with the database including how to send emails to class members, and how to print attendance lists, refer to the *Database Guide for Tutors* attached to this document and also located on the Tutor Notes page on the website.

The personal information gathered and stored on the site, respects the privacy of individuals and is only collected and stored for functions and services consistent with the constitution of U3A Surf Coast. Tutors also have a duty to respect the privacy of personal information shared in class.

### **3. VENUES**

U3A Surf Coast uses a variety of venues for classes. We endeavour to allocate the best available venue to each class, taking into account the special requirements of the tutor. If you experience any problem with the venue allocated to you please bring it to the attention of the venue coordinator, preferably before the course commences.

At the beginning of each term check with Tutor Support or the Course and Venue Coordinator to be sure you know how to gain access to the room and to check that conditions are safe, clean and appropriate for the class. You are responsible for opening and closing your classroom. Return furniture to its original position if necessary, and ensure that the room is neat and tidy when you leave.

### **4. COMMUNICATION**

At the front of this guide, there are contact details for members responsible for various tasks that will help your classes to run smoothly. Email is the appropriate method of communication for most matters.

A tutor briefing session will be held each year, and there will be other functions where tutors can share experiences and assist with future planning. Please use Tutor Support as your

first point of contact for any concerns throughout the term.

You can contact your students using the **email** facility in the database. Before your first class for the term, please contact your students to confirm start date, venue and anything else that you might like them to know before the course begins. If a class cancellation is necessary, it is your responsibility to inform students and the course administrator as soon as possible. You can notify students using the database emailer or by phone. The office team can help if needed.

If you are unable to attend a scheduled class and wish to nominate a person to run the class in your absence, it is imperative that this person is registered with us. You may wish to record a second person as co-Tutor or Course Leader when you set up your course.

The Management Committee welcomes photographs and stories from tutors and their classes. This helps to prepare newsletters and stories for the media.

## **5. PLANNING and CONDUCTING CLASSES**

Major course planning takes place in November each year, and is updated for each term's program. There is a course proposal form on the Tutor Notes page of the website. This should be completed and submitted to the Course Coordinator in time to schedule classes.

Tutors are free to decide what will be included in their courses. However, they should teach in accordance with their course outline so that the expectations of students are met.

It is important that classes are conducted in a safe environment to minimise the danger of accidents and

incidents. If an accident/incident does occur, it must be reported to either Tutor Support or the Course Coordinator.

Tutors and members are encouraged to wear name tags in all classes. The tags serve for identification purposes and provide contact information in case of accident or other incident. Name tags for new students will be prepared and distributed as soon as possible after enrolment.

Tutors must mark a class roll using a printed attendance report. This process will be explained at the briefing session and is described in *Database Guide for Tutors*.

### **Tutor obligations**

U3A SurfCoast will not tolerate any form of sexual harassment, bullying or discrimination. If a tutor becomes aware of an incident or complaint they must immediately report it to Tutor Support who will follow up appropriately in accordance with our policies and procedures.

Tutors must refrain from any comments or actions that may be seen as promoting a personal ideology or business interest.

## **6. SOME PRACTICAL TIPS FOR CONDUCTING CLASSES**

Class members should be respected as adult learners who expect to be treated as equals and to have the opportunity to voice their opinions.

- a. In your session, discuss what will be covered in the course and establish what members expect.
- b. Ensure that the room is set up appropriately.
- c. At the start of the course introduce students to each other and introduce yourself.

- d. Tell students if refreshments are available and where the toilets are.
- e. Don't talk too much or give too much data. Body language of class members will tell you how things are going.
- f. Tone and language should be friendly and clear, but sometimes you may be required to be more forceful, particularly if you sense that the conduct of the class is being disrupted.
- g. Listen to class members and try to involve everybody.
- h. People learn by doing, seeing, listening, discussing and reflecting. Try to incorporate these into your class.
- i. Summarise what has been covered in the class and if possible be available to discuss any issues or comments.
- j. If you find you are having any difficulty in conducting your class, talk to Tutor Support.

## **7. EQUIPMENT**

U3A Surf Coast will provide equipment and materials for you to run your class. Some venues have electronic equipment such as a data projector and smart TV, and classes needing such facilities will be allocated to appropriate rooms. Please follow the instructions for using data projection equipment and do not attempt to 'fix' a problem – call on the venue staff for assistance.

A mobile modem, laptop computer, iPad and CD players are available and may be booked through the Course Coordinator for specific classes as required. If new equipment or other materials are required, tutors must arrange purchases with the Course Coordinator.

## **8. PRINTING AND COPYING**

U3A Surf Coast has a colour laser printer which should be used for printing and copying. Material can be photocopied from a master sheet or printed from a USB memory stick. Printing requests may be left with relevant instructions at the U3A office at 16 Price Street Torquay on Friday mornings. It would be appreciated for you to give appropriate lead time for this work. Please contact the Course Coordinator for urgent work.

## **9. INTELLECTUAL PROPERTY (COPYRIGHT)**

Materials used in classes are subject to the rights of the copyright owners. Please ensure the rights of copyright owners are not infringed. The following licences are held by U3A:

### **Print material (e.g. books and articles)**

U3A is classified as an adult education provider, and has a statutory education licence number: SE5197 which enables members to make copies in photocopy and electronic formats. This number must be printed on all copies made - a self-inking stamp is available in the office for this purpose.

### **Films and DVDs**

You do not generally need permission to screen a film or DVD or video in class for educational instruction provided that the screening is not-for-profit, is not open to the general public, and is not shown purely for entertainment purposes. Make sure the DVD is not an infringing (pirated) copy.

If you have any questions about Intellectual Property, contact Tutor Support.

## 10. DATABASE GUIDE FOR TUTORS

### TO ACCESS THE DATABASE:

- a. Open the U3A website – [www.u3asurfcoast.org.au](http://www.u3asurfcoast.org.au)
- b. At the top of the Home Page click on Member Login
- c. You will see a blue panel on the left-hand side of the new page – click on **Login**
- d. Enter your Member ID number or the email that you use for U3A, and your password. (If this is the first time that you have logged in, you will need to set a new password using at least 5 characters. Click on 'I have forgotten my password' and you will get an email telling you what to do)
- e. Because you have 'tutor status', you have automatic access to tools that relate to the course for which you are responsible. These tools are listed in the blue panel as 'Reports' and 'Send Emails'.

### REPORTS

You will be able to access two of the **Report** tabs – **Enrolments** and **Courses**. The Courses tab is not essential, but useful if you wish to check tutors, dates, times or venues of other classes.

## **Enrolments Tab**

This tab has 2 relevant sections.

1. Enrolments lists the names and contact details of your students – just select the relevant course (you will see only the one/s that you are responsible for) and mark any of the optional check boxes. You can email this list to yourself if you wish. This tool is also useful for monitoring enrolments before your course commences.
2. Attendance is where you find your attendance list for roll-marking. Please note that the new system doesn't have an online roll-marking facility at this stage, so you need to print this list. You can also email it to yourself. If your attendance list doesn't show up the class dates and columns, please let the Administration team know by sending an email to [info@u3asurfcoast.org.au](mailto:info@u3asurfcoast.org.au). You will also see that you can add extra lines to the list – this is handy if more people join the course after term begins.

## **SEND EMAILS**

This is a great improvement on our previous emailer because replies can go directly to your own email address, and you can add attachments or links.

- a. Click on 'Send Emails' in the blue panel, and then select the **Enrolments** tab.
- b. Type your own email address in the first panel; add other email addresses (separated by a semi-colon) in the next panel

if you want a copy to go to anybody who is not in the class.  
NB: If you are expecting replies, please make sure that you insert your email address – otherwise replies will go to the U3A office and will take longer to be directed to you.

- c. Type the subject and message in the usual way. You will notice a panel that says 'Restore a previous email' – this is handy if you want to repeat or modify a message that you have sent at an earlier time.
- d. If you wish to personalise the message you can insert the field **[first\_name]** in the salutation. If you wish to refer to their member number use **[member\_no]** - note the square brackets and underscore between the two words. A full list of possible fields is underneath the message pane.
- e. You can add a **pdf** document that you have previously saved on your computer. Click on the 'Browse' panel to select your document.
- f. Click on any of the optional checkboxes – 'email to tutor' ensures that you get a copy too.
- g. Lastly, select your course and click on 'Send enrolment emails'.
- h. Your email will go to all the people in your class provided that they have an email address. Check class names in Enrolments to see if anybody needs to be contacted in another way.

## 11. NOTES