

Tutor Handbook

Issue 2025

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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. U3A Toowoomba likes to give its Tutors the freedom to operate with as much autonomy as possible, within the organisation's guidelines and laws.

AIMS

The overall aim of U3A in Toowoomba 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

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

CONSTITUTION

Revised in 2023 to include 'Life Members'. U3A in Toowoomba Inc. is an incorporated association with a duly registered constitution as required by the Office of Fair Trading. Copies can be obtained at our office or visit our Website u3atoowoomba.au

INSURANCE

U3A has three separate insurance policies through our broker.

Personal Accident – Members and Volunteers.

Business Pack – Theft, Public Liability, Products Liability, Participation Cover.

Clubs Association Liability – Professional Indemnity.

Sports Cover is available for some sporting activities.

Public Liability is \$20,000,000

Products Liability is \$10,000,000

Professional Indemnity is \$1,000,000

Copies of our insurance policies are available at the office on request. Please note the policies must be read in conjunction with the schedule.

For further details of the above, contact the Management Committee.

MEMBERSHIP OF TUTORS

People may become tutors for “U3A in Toowoomba Inc.” without becoming members. This allows our organisation to source individuals to tutor who would otherwise be ineligible, i.e. not retired, semi-retired or below our age guidelines. However, these non-member tutors are not permitted to attend other classes. Most tutors pay membership as an appreciation to U3A for the opportunity to share their skills and knowledge in an organisation with clear guidelines. All tutors are covered by insurance.

CONTACTS

The normal chain of contact for Tutors in our organisation, if assistance is required, is to first contact the Tutor Liaison Officer. If the Tutor Liaison Officer is unable to solve an issue, it can then be referred to the Management Committee.

Tutor Liaison Officer Contact Details: Marie Kajewski

Email: tutorliaison@u3atoowoomba.au **Mobile:** 0448 176 481

U3A Toowoomba Contact Details:

Postal Address: PO Box 404 Drayton North, QLD 4350

Location: Philharmonic Performance Complex, 7 Matthews Street, Harristown QLD 4350

Office Hours: Monday- Friday during term time 9am – 4pm

Phone: 07 4687 7659

Email: info@u3atoowoomba.au **Website:** u3atoowoomba.au

GUIDELINES

COSTS: The Management Committee will determine class fees where applicable.

Tutors may charge a small cash fee to students to cover incidental materials required for the operation of the class. Tutors are not to make a profit. All incoming and outgoing expenditure is to be recorded, and there should be no extra or hidden charges. A template of the “**Income & Expenditure**” form can be provided as a guide.

Tutors will receive a Tutor lanyard, name badge and U3A document bag.

VENUES: For external courses, tutors choose and organise their own venues. 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 Assembly Points. Some venue managers require evidence of our insurance, in the form of a Certificate of Currency. You can obtain this from the Office

COURSE BOOK: Tutors are required to write a description of their course, for publication in the Course Book as well as the Membership Database “Member Wizard”. They should review this description each term to make sure it is kept up to date. Any major changes will be included in our quarterly Newsletter and updated on Member Wizard.

PHOTOCOPYING

Small amounts of photocopying can be done on the Office copier at no charge. Large amounts of copying to be completed by the Office Administrator. Please email info@u3atoowoomba.au or hand in directly to the office. Request in advance of required date. Colour photocopying is not available.

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 Office Administrator or the Tutor Liaison Officer for insurance purposes prior to departure. Please forward all details to info@u3atoowoomba.au 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 opened if required. Extended trips must be approved by the Management Committee.

PROCESS FOR STARTING YOUR NEW CLASS

Prospective Tutor to contact the Tutor Liaison Officer for a “Course Information Form” to complete.

1. An informal face to face meeting with the Tutor Liaison Officer and President will be arranged.
2. The nature of the course, venues and timetables can be discussed.
3. If the course is deemed suitable, it will be published in the quarterly Newsletter, then entered onto the Member Wizard Database for online enrolments.
4. The new Tutor will be issued with a Tutors Handbook. Please read it carefully.

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

MANAGING YOUR CLASS ON THE MEMBER WIZARD DATABASE

The Tutor Liaison Officer and the ICT Co-ordinator will be available to guide new tutors through the process of managing their class on the Member Wizard Database.

Tutors will be able to view and monitor their class list, print their class list, email students, and enrol and remove students through Member Wizard’s online Tutor Portal. They can do this from any device and location where there is an active internet connection.

Tutors are encouraged to monitor their emails from various U3A personnel regularly, to keep up to date with changes and information pertinent to their role.

Completed Attendance Sheets for the term, as well as Income/Expenditure Record Sheets are to be handed into the office at the end of each term.

ENROLLING MEMBERS INTO YOUR CLASS

The new online Member Portal will now allow existing members and new members to enrol in classes of their choice online, where there are vacancies. In most classes, members will be advised to directly contact the tutor prior to enrolling. Tutors may set class limits for their class. If a member is unable to enrol themselves they can ask one of the following to enrol on their behalf: The Tutor, the Office Administrator, the Tutor Liaison Officer or the ICT Co-ordinator.

Tutors who are contacted should always ask whether the enquirer is a member and should advise the person that proof of membership (receipt or Member Wizard generated Name Badge) 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 is not current.

Please contact the Tutor liaison officer 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 like to keep a waiting list.

Please contact the Tutor Liaison Officer if you have any problems or concerns, or if there is

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

COMMUNICATION

Where possible, all contact between Tutors, the Tutor Liaison Officer and the Management Committee should be via email, but if there is no email available, by phone.

The Tutor Liaison Officer does not work from the U3A Office.

If a matter can be resolved via the Office Administrator, the office hours are:

Monday to Friday: 9am – 4pm (during term days)

Phone: 4687 7659

Email: info@u3atoowoomba.au

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. It is a requirement that at least two people are present during set-up. Please leave the room as you found it.

TERM DATES

There are four terms a year, within the school terms, usually 8-9 weeks each. The dates are advertised in the Course Book and Newsletter. Some tutors choose to continue their classes during the holidays. Please notify the Office Administrator via info@u3atoowoomba.au if you plan to do this (for insurance purposes).

Please Note: The Philharmonic Performance Complex is not available during public holidays and term holidays.

FAULTY OR MALFUNCTIONING U3A EQUIPMENT

Notify Office Administrator, Staff or Committee Member and have the details recorded. If this is not practical contact the Tutor Liaison Officer.

ROOMS AT PHILHARMONIC

If you need to cancel your class on a scheduled date please notify the office in advance. The office staff will then know not to expect your class.

OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENT POLICIES

From time to time, instructions are issued through various Government departments that apply to our operations. Where possible these instructions will be forwarded to our members. These do include;

EMERGENCY PROCEDURES

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 / VAPING RULES

As apply in Queensland, i.e. not indoors or in public access areas. Only permitted in designated areas.

CALLING AN AMBULANCE

Ring 000 (i.e. zero, zero, zero) for all emergencies. This could be but not limited to, if you suspect a heart attack, stroke, unexplained fainting, serious injuries, severe pain or trauma, severe blood loss.

LOCATION OF FIRST AID KITS

All class participants should be aware of the location of the First Aid Kits in the U3A Office.

ACCIDENT / INCIDENT REPORTING

All accidents and / or incidents must be reported. Please fill in all details of any event on the Accident / Incident Report Form available at our office or download from our website. Classes located away from the 'Philo' will need to complete an 'Accident / Incident Report' of the event and forward it to the Tutor Liaison Officer. A photocopy of the form can be made from the form in this handbook. The tutor must retain a copy of the report. Please inform the office if an insurance claim MAY be following. There is a **30 day window only** to advise of a claim.

PRIVACY

Only personal information which is necessary for the effective operation of U3A in Toowoomba 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.

CAPITAL EXPENDITURE

Items of a capital nature required for classes can be requested for purchase through the Management Committee. Normal consumable items are still to be purchased by participants in the class.

TUTORS / MEMBER GUESTS

GUEST SPEAKERS

Tutor to advise details of persons name, class, venue in advance to info@u3atoowoomba.au

Guests are not permitted to participate in class activities, only financial members of U3A in Toowoomba Inc. are permitted to participate.

Children and pets are not allowed to accompany members at classes.

Members of U3A in Toowoomba Inc. who rely on a guide, hearing or assistance dog must provide their Handler's Identity Card with the photograph of the handler and the dog as required under the *Queensland Guide, Hearing and Assistance Dogs Act 2009*.

COPYRIGHT

All materials required for 'class' work will be subject to the normal copyright restrictions. In part under the Act this means;

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.

U3A in Toowoomba Inc. has a copyright licence in accordance with the above guidelines and to allow tutors to copy, adapt, share and store materials for students (educational purposes only for U3A classes/activities) including online learning. U3A is classified as an Adult Education entity. For reference please check the web site: www.copyright.com.au sub-section 40 (2).

ONEMUSIC AUSTRALIA LICENCE (AUSTRALASIAN PERFORMING RIGHTS ASSOCIATION)

U3A in Toowoomba Inc. holds a current licence to cover playing music, performing music by choirs and singing groups (at U3A premises and other community events), using music as an accompaniment to exercise classes; and performing music with instruments. DVD's and CD's used for teaching are also covered.

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 participant's particular skills and limitations. The Tutor's responsibility begins in selecting an activity for which the tutor has the necessary skills and understanding.

U3A IN TOOWOOMBA POLICIES

A complete understanding of our policies and procedures should be undertaken by Tutors, they are all available on our website at u3atoowoomba.com Our policies and procedures include:

Code of Conduct

Constitution

Grievance Policy and Procedure

Policy for Assistance Animals

Policy for Community Engagement

Privacy Policy

Policy for Purchasing

Records Management Policy

Request for Release of Archived Information

Risk Management

Strategic Plan

Use of AED Policy

Use of Name Policy

Operating Reserve Policy

Life Membership Award Policy

Membership/Term Fee Refund Policy

CONFLICT RESOLUTION

As a Tutor you have the choice as to who you have in your class. If you choose to exclude someone from 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 Liaison Officer or a member of the committee, who may refer the matter to our Complaints Officer if necessary.

RISK MANAGEMENT

It is important to have an understanding of your responsibilities towards risk management. It is not difficult, mainly common sense and the way you go about doing your everyday tasks safely. As a Tutor you need to make participants aware of the risks associated with your activities and ensure that they know how to minimise those risks. Use a common sense approach when analysing risks and follow through to make sure that the responsible person fixes any you have identified at the earliest opportunity. (If at an outside venue, that person may be yourself, or the venue managers.)

The Process involves three basic steps:

1. Hazard identification
2. Risk assessment
3. Control of risks

An easy way to progress this is to ask yourself:

1. What am I about to do?
2. What can go wrong?
3. What can I do to prevent it?

As examples we know through 'habit', look before crossing a road, test before you touch or keep your shoe laces tied up.

The management of 'preventing things going wrong' is as simple as reducing the probability or consequences. This can be calculated using the risk calculator as shown below.

Included at the back of this book is a copy of the Hazard Report form, if you or one of your class participants come across a hazard, obtain a copy from the office, fill it in and return to the office for the Tutor Liaison Officer.

A further guide to identifying hazards is listed on the next page.

RISK CALCULATOR

What is the **PROBABILITY** of it happening
What are the **CONSEQUENCES** if it does

	A	B	C	D	E	PROBABILITY	CONSEQUENCE
1	25	24	20	16	15	A = Frequently	1 = Fatality
2	23	21	17	14	10	B = Likely	2 = TPI
3	22	18	13	9	4	C = Possible	3 = LTI
4	19	12	8	5	2	D = Unlikely	4 = Doctor
5	11	7	6	3	1	E = Rarely	5 = 1 st Aid

TPI = Totally & Permanently Injured. LTI = Lost Time Injury

HIGH	MEDIUM	LOW
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A GUIDE TO IDENTIFYING HAZARDS AND ANALYSING RISKS IN YOUR LEARNING/ACTIVITY ENVIRONMENT

Possible Hazard:

Risk:

Electricity

the likelihood that a person might be electrocuted or receive an electric shock because they are exposed to and in contact with inadequately insulated electrical wires when using equipment.

Manual Handling

the likelihood that a person might suffer injury as a result of lifting materials that are beyond their strength.

Cuts, lacerations and contusions

the likelihood that someone might suffer an injury while using tools or equipment, resulting in a potentially fatal infection.

Slips, trips and falls

the likelihood that persons falling might sustain a serious injury; or slip with a fall on steps resulting in a severe permanent disability to sight, hearing, mobility or reasoning.

Confined Space

the likelihood that a person might be exposed to noxious fumes in enclosed spaces.

Harassment

the likelihood that a person might suffer from stress or mental trauma resulting in psychological illness.

Environment

the likelihood that persons might be exposed to extreme climatic conditions, such as heat stress for example.

Any other hazard you may

identify

the likelihood that a person may suffer injury as a lack of duty of care.

Hazard Report

(send a copy of this to U3A office: PO Box 404 Drayton North 4350 or scan and email to info@u3atoowoomba.au)

Venue:.....Location/Room:.....			
This report was completed by (print name):.....Signature:.....(date).....			
Hazard No.	Hazard identification and possible risks	Responsible person hazard reported to	Date fixed, by whom

Example:

You notice a frayed cord from a piece of equipment your class uses in their activity. Number the hazard (begin with 1) in the first column. In the second column, *'frayed electrical cord, possibility that user will suffer electrical shock'*. Note the name of the person you report the hazard to in the third column, and finally, when the problem is fixed, note the date and the name of the person who fixed it. Number and note all hazards you find accordingly. Send a copy of this report to U3A office as soon as practicable after the repairs are completed. A guide to identifying Hazards and Analysing Risks is included in your tutor pack.

A copy of this form is available at the U3A Office and also online at u3atoowoomba.au

ACCIDENT / INCIDENT

U3A in Toowoomba Inc.

Date of Accident/Incident:	Reported to the U3A Office: Y / N
Location of Accident/Incident:	
Time of Accident/Incident:	
Tutor Name & Class Name:	
Reported By:	
Name & Address of Person/s involved in Accident/Incident:	
Name of Witness/es:	
Description of Accident/Incident:	
Action Taken at time of Accident/Incident:	
Nature of Injury:	
Was Medical Attention Required and /or Hospitalisation:	
Follow-up Actions required and / or recommendations for improvements:	
Signature of Injured Person:	
Signature of Tutor:	
SIGNED BY OFFICE ADMINISTRATOR:	Date: SIGNED
BY COMMITTEE MEMBER:	Date:

PLEASE NOTE:

It is a requirement of our Insurance Company, that in the event of an Insurance Claim relating to this Report being lodged, it must be done within **30 days** of completing and submitting this Accident /Incident Report to the U3A in Toowoomba Inc. Office at 7 Matthews St Harristown

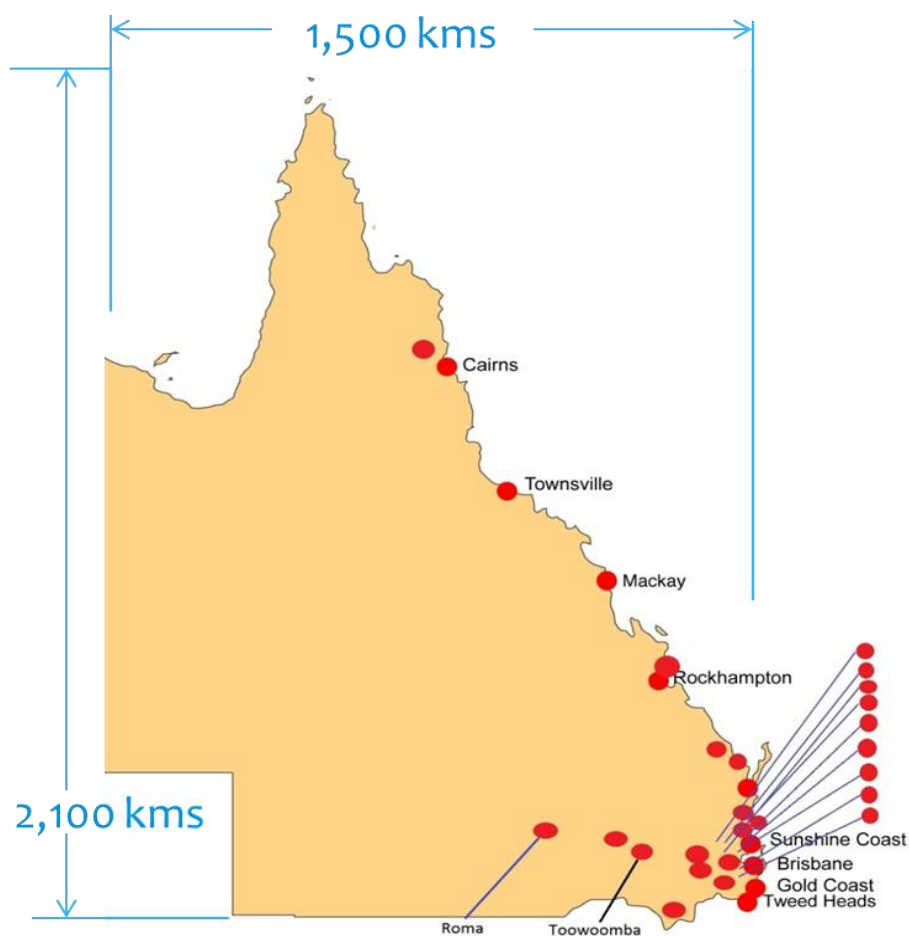


COURSE INFORMATION

Course Name:			
Tutor Name:			
Day:		Time:	
Venue:		Maximum Number of Participants:	
Course Description: <i>(if there is not enough space please attach another page)</i>			
Term/s (circle appropriate)	1 2 3 4		
Tutor's Contact Details:			
Home Phone			
Mobile Phone			
Email			
Second-in-Charge Contact Details: (if applicable)			
Would you like students to be able to contact you prior to online enrolment?	<input type="checkbox"/> YES <input type="checkbox"/> NO		

Please print and return all details via post to PO Box 404 Drayton North 4350 or email to: tutorliaison@u3atoowoomba.au

QUEENSLAND U3AS



U3A Atherton Tablelands Inc
 U3A Cairns Inc
 U3A Townsville Inc
 U3A Mackay Inc
 U3A Capricorn Coast Inc
 U3A Rockhampton & District Inc
 U3A Gladstone Inc
 U3A Bundaberg Inc
 U3A Howard District Inc
 U3A Hervey Bay Inc
 U3A Maryborough Inc
 U3A Gympie Inc
 Noosa Regional U3A Inc
 U3A Sunshine Coast Inc
 Bribie Island U3A Inc
 U3A Caboolture Inc
 U3A Beachmere Inc

Roma U3a Inc
 U3A Dalby Inc
 U3A Ipswich & West Moreton Inc
 U3A Boonah Inc
 Beaudesert U3A Inc
 U3A Tamborine Mountain Inc
 U3A Warwick Inc
 U3A Granite Belt Inc
 U3A Pine Rivers Inc
 U3A Redcliffe Inc
 The University of the Third Age Brisbane Inc
 The University of the Third Age Redlands District U3A Inc
 U3A North Gold Coast Inc
 U3A Gold Coast Inc
 U3A Broadbeach Inc
 U3A Southern Gold Coast Inc
 U3A in Toowoomba Inc

NOTES

About U3A

U3A is the University of the Third Age, which is the age of active retirement, coming after the age of youth and the age of working life.

U3A began in France in 1973 and has since spread to countries around the world. It promotes learning for personal enjoyment and satisfaction.

U3A requires no prior learning or knowledge of a subject. An eager anticipation of stretching the mind and building new friendships are important reasons to participate.

U3A is run by volunteers and therefore is low cost and affordable.

U3A courses cover Art, Academic, Computers, Craft, Games, Sport, Physical Activities, History, Languages, Music, plus many more.
