

TUTOR INFORMATION MANUAL

Revised edition

January 2022

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HELPFUL INFORMATION

Peter Lalor Campus

34 Robert Street.
Lalor Vic 3075
(opp. Ryder Street)

Mon, Tues, Wed & Thurs

10.00am to 4pm

Friday Office is NOT open

May Road Campus

2b May Road.
Lalor Vic 3075
(Behind the Lalor Library)

Tuesday 12.00pm to 4.00pm

Thursday 10.00am to 4.00pm

Phone

Office 03 9464 1339

Mobile 0404 119 189

Postal Mail

Whittlesea U3A Inc. **P.O. Box 1157 LALOR VIC 3075**

All correspondence

Whittlesea U3A Inc.

The Secretary Whittlesea U3A Inc.

P.O. Box 1157

LALOR VIC 3075

Telephone: 03 9464 1339

Mobile: 0415 191 294

email: secretary@whittleseau3a.org.au

website: whittleseau3a.org.au

Course Administrator

Natalie Lim

Email: communication@whittleseau3a.org.au

Mobile #: 0412230561

Activity Leader/Tutor Liaison

Judy Cleary – 0404 119 189

MISSION STATEMENT OF WHITTLESEA U3A

Whittlesea U3A prides itself in providing an environment where seniors have the opportunity to learn and socialize with others in a welcoming and friendly environment. With this in mind Whittlesea U3A has developed the following mission statement.

“Our mission is to provide opportunities for seniors to learn, teach, share, and to give mutual support to each other in a friendly and warm environment, regardless of gender ethnicity, religion, ability or disability.”

PURPOSE OF HANDBOOK

The purpose of this handbook is to provide information for leaders/ tutors of classes and groups that will be of general assistance. As some of the booklet may change yearly – committee members and contact details, etc.; updates will be made to this booklet and placed on the website. The latest version of this manual will be emailed to tutors at the beginning of the year. Those tutors without an email address will be mailed a hard copy.

The handbook will contain information including:

- **Contact lists** – committee members; office volunteers and offices
- **Location of venues** – address and phone numbers where necessary. Useful guide when directing members to classes
- **General ideas** on preparing, establishing, and running a class
- **Information relating to resources** – where and how to access them and what is available for borrowing
- **Relevant documents links on the Whittlesea U3A website** e.g. incident reports; reimbursement forms
- **Links** to Whittlesea U3A current policies on the website

Should you have any questions with regards to any information found in this handbook please contact any of the following:

- **Class Coordinator & Communication Manager: Natalie Lim**
communication@whittleseau3a.org.au
- **Judy Cleary**
9464 1339 or 0404119189

ROLES, RESPONSIBILITIES AND RIGHTS OF THE ACTIVITY LEADER/TUTOR

ACTIVITY LEADER/TUTOR ROLES

Each group needs an activity leader/tutor to operate. Whether this activity leader/tutor is an instructor or someone who provides guidance depends on the general focus of the class/group. Below is a definition of the types of activity leaders/tutors that are being utilized within Whittlesea U3A.

1. **The teacher or instructor:** This role is usually carried out by an experienced, knowledgeable person in a skill or content area, e.g. yoga, line dancing, a language, a craft, computer skills etc. No qualifications are required unless it is felt necessary in some physical activity or first aid type courses.
2. **Discussion Group Leader:** This role requires substantial background knowledge and understanding of the subject area, but also skills in leading a discussion so that people feel challenged but comfortable in being actively involved. It needs the skill of judging where the discussion is going, how to guide it and how long to let it run. Examples of such courses are Book Club, Current Affairs, Literature, Art Appreciation, and Arm Chair Travel.
3. **Tutor:** This requires organisational skills and the ability to select sufficiently stimulating and informative speakers, DVDs, or destinations. For example, classes such as monthly guest speaker, theatre outings, concerts, and garden visits. It may involve the preparation of flyers and other promotional material for the course. The tutor may be the front person to introduce the speaker and guide the group. For excursions, it helps if the tutor has been to the venue beforehand. *Please refer to the 'Whittlesea U3A Trips and Events Policy'* found on the website for the procedures relating to such activities.
4. **Activity Groups Organiser:** This requires organisational and group management skills, but not necessarily any specific subject matter knowledge. For example, table tennis, bowls, chess or other games clubs, gardening, cooking, and walking or hiking.
5. **Covid Marshall:** Due to regulations set out by the state and local governments we need to name someone in our class as COVID Marshall. This person can be the leader/tutor or someone chosen by them. The COVID Marshall needs to ensure members use the QR Code when entering the venue or sign in using the sheet as provided by the tutor/leader. No other responsibility is required of the COVID Marshal. As the year progresses this role may not longer be needed, should this be the case tutors will be informed through an email.

ACTIVITY LEADER/TUTOR RESPONSIBILITIES

Activity leaders/tutors are the life-blood of Whittlesea U3A and very important volunteers. When you take on the responsibility of being an activity leader/tutor, regardless of the type, there are some responsibilities that come with the role. These include:

- ensuring that all members of the class are fully vaccinated by checking the Services Victoria App at the beginning of the first class or checking an original certificate provided by the state government. This also includes those with an official exemption to the vaccination. It is a good idea to place a tick on the attendance sheet when the vaccination certificate has been sighted. This only needs to be done once. Please contact the Class Coordinator should you have a questions regarding this aspect.
- undertaking the agreed program or course responsibly and ethically with respect and confidentiality.
- ensuring that you understand and abide by the Whittlesea U3A Inc. *Code of Conduct*
- being reliable, accountable, and committed

- requesting support from class members and the organisation when it is needed. Remember that you always have others to help you.
- valuing and supporting other volunteers
- ensuring you are fully aware of all issues concerning Occupational Health and Safety as well as, Evacuation and Emergency Procedures. These are outlined in the venue and it is important for your safety and the safety of other members that you are aware of these procedures.
- being aware of Emergency evacuation procedures e.g. evacuation maps and instructions are displayed in each classroom. Be aware of these procedures in case of an emergency.
- knowing the relevant policies such as copyright, taking photos and grievance procedures.

Where an activity leader/tutor is unaware of relevant procedures or needs assistance the Committee of Management is always there to assist so please contact the **Course Coordinator** on mobile: 0412230561 or by email: communication@whittleseau3a.org.au OR the **Secretary** on mobile: 0415 191 294 or by email: secretary@whittleseau3a.org.au

ACTIVITY LEADER/TUTOR RIGHTS

Whittlesea U3A also acknowledges that activity leaders/tutors have rights including:

- a healthy and safe work environment
- reimbursement by Whittlesea U3A of any approved out-of-pocket expenses incurred whilst running the activity
- being consulted and informed on matters that directly and indirectly affect you as an activity leader/tutor
- access to grievance procedures, if necessary
- support to undertake your role as activity leader/tutor by orientation and professional development opportunities.

SHARING THE ACTIVITY LEADER/TUTOR WORKLOAD – CLASS ADMINISTRATORS, CLASS MONITORS

It is important to stress that although the ultimate responsibility for the successful conduct of classes resides with the activity leader/tutor, much of the work and many of the functions of an activity leader/tutor can and should be shared with other class members.

The shared responsibilities can range from:

- joint leadership of the class
- activity leader/tutor assistants
- COVID Marshalls
- course administrator
- supporting the activity leader/tutor in planning for the class e.g. room setup, obtaining and using technology and keeping records of attendance, money collected etc.

Appointing a class administrator is often one of the first steps at the first meeting of the class. Sharing the functions of the activity leader/tutor can lead to a reduced and fairer workload for activity leader/tutor, and class member ownership is enhanced.

It is both important and helpful for both the activity leader/tutor and the class to try and appoint a member of the group who would be able to lead and organise activities during any short absences. This will ensure that there is no interruption to the activities enjoyed by the class.

DATES TO REMEMBER

Term dates 2022

Term 1	Term 2	Term 3	Term 4
31 st January – 8 th April	26 th April - 24 th June	11 th July - 16 th September	3 rd October - 2 nd December

Public holidays 2022

- Monday 14th March – Labour Day
- Friday 15th April – Good Friday
- Monday 18th April – Easter Monday
- Sunday 25th April – ANZAC Day
- Monday 13th June – Queen’s Birthday
- Friday 24th September – Grand Final Celebration Day
- Tuesday 1st November – Melbourne Cup

Monthly Morning Tea – Epping R.S.L. or ZOOM (based on COVID-19 regulations)

- 1st Monday of the month February to November.

Seniors Festival

- First full week in October or as advised by City of Whittlesea

Highlights and celebrations for classes

- Specific dates and information will be provided to both the individual classes and on the website
- These could include displays at Shopping Centres or Whittlesea Council Facilities. They will only be conducted with the approval of the group/s concerned

Magazines, Newsletters, and other Communication

- Provided by email by the Communication Manager/Course Coordinator.
- Promoting your class is a great way to get more members. Advertising can be done in the monthly News Sheet (comes out just before the monthly morning tea) or the weekly WOTZON (comes out every Sunday). The Whittlesea U3A website is also a great place to advertise classes so also consider this when preparing ads. If you would like to advertise your class send the information to Natalie Lim on communication@whittleseau3a.org.au and she will ensure the article is placed in the appropriate publication.

IMPORTANT CONTACTS AND SUPPORT GROUPS

Contact details are being provided to assist you as an activity leader/tutor. As the Committee of Management changes with the AGM many of these will also change. Should you require contact details and/or information covering other topics please contact the office, the class coordinator or the Secretary.

2021/2022 COMMITTEE OF MANAGEMENT

POSITION	NAME		EMAIL ADDRESS
President/Chairman	Glen Wall	Executive	president@whittleseau3a.org.au
Vice President/Almoner	Kathy Lizio	Executive	kathylizio@bigpond.com
Secretary/Public Officer	Elaine Bateman	Executive	secretary@whittleseau3a.org.au
Treasurer	Peter Rodaughan	Executive	treasurer@whittleseau3a.org.au
Venue Coordinator	Peter Rodaughan	Committee	venuecoordinator@whittleseau3a.org.au
Membership Management / Database (U-MAS) administration	Kevin Whelan	Committee	membership@whittleseau3a.org.au
Class Coordinator	Natalie Lim	Committee	coordinator@whittleseau3a.org.au
Communications Manager	Natalie Lim	Committee	communication@whittleseau3a.org.au
Manager Partnerships	Michael Murray	Committee	michaelmurray6@bigpond.com
Network Representative	Natalie Lim	Committee	communication@whittleseau3a.org.au
Bookkeeper	Yolanda Avery	Committee	yolanda.a@whittleseau3a.org.au
Promotions Officer	Christine Czerny	Committee	christine.cz@hotmail.com

IMPORTANT CONTACTS NOT ON THE COMMITTEE OF MANAGEMENT

Office volunteers – contactable on 03 9464 1339 or 0404 119 189

- At Peter Lalor Campus: Anne Carbis, Heather Vella, Marion Gaylard, Faye Grey, Mimma Morabito
- At May Rd Campus: Jodie Lang

Activity leader/tutor Liaison

- Judy Cleary – 0404 119 189

CLASS OPERATION AND PROCEDURES

As an activity leader/tutor, it is important that you have clear information about current administration and operation of classes. The following information would be helpful and as with other sections of this handbook some updates will become necessary with each new calendar year.

GENERAL CLASS ADMINISTRATION; CLASS VENUE AND ACCOMMODATION

VENUE DETAILS:

- **Keys** – if you have keys to your venue it is important that these are kept safe as Whittlesea U3A is responsible for keeping them safe. The venue coordinator manages venue keys and should be contacted if there are any queries. If you are not taking the class the following year all keys need to be returned to the office at the end of the year. It is also important that all venues are locked up on completion of an activity to ensure that security is maintained.
- **Room setting up and leaving requirements** – all venues need to be returned to the way they were found (if not better) at the end of each class. This would include returning tables and chairs to their original location, unless different arrangements have been made. ***Due to COVID regulations, it is important to wipe down tables and other contact areas both before and after a class.***
- **Tea and Coffee** – where a venue has tea and coffee facilities – i.e. hot water etc. these can be purchased by the activity leader/tutor and then reimbursed (by providing receipts) from Whittlesea U3A. Alternately members of the class may wish to just contribute a nominal amount to cover costs. Reimbursement forms are available in [online](#)
- **Contact details for reporting any maintenance issues** – if you have any of these issues including damaged tables or chairs, blinds etc. it is essential that you contact the Whittlesea U3A office or the class coordinator as soon as possible so that the matter can be followed up with the relevant authorities.
- **Need to change a venue** – if you as an activity leader/tutor have a problem with a venue, class time allocation etc. please contact the ***Class Coordinator by email*** (that way everyone has a written copy) on communication@whittleseau3a.org.au This process is important if the venue needs to be changed for some reason. **Please do not contact the venue coordinator directly.**
- **Holiday classes** – if you would like to continue your class during the school holidays please notify the **Class Coordinator by email**. **Please do not contact the venue coordinator directly.** This is important as many venues are not paid for over the holidays or are closed. Arrangements will need to be made for all concerned. Members will be notified either by yourself, as tutor, or the Class Coordinator if classes were going to continue.

VENUE LOCATIONS:

Here is a location list of venues. This will be helpful when members ask you where a class is being held – the street, suburb etc. Keep it handy and remember it will be updated regularly

Name	Brookwood Community Activity Centre (Melways 391 G6)	Name	Council Car Park
Address	25 Hazel Glen Drive Doreen (Corner Brookwood Avenue)	Address	City of Whittlesea Council Chambers, Ferres Blvd, South Morang
Car Parking	Parking available.	Car Parking	Ample parking available
Public Transport	Bus 386 from Mernda Station goes along Hazel Glen Drive	Public Transport	South Morang station, Bus 382, 901
Name	Epping Memorial Hall/Meeting Room (Melways 182 B10)	Name	Epping R.S.L.
Address	827 High Street, Epping. Corner Hall Street.	Address	195 Harvest Home Road, Epping
Car Parking	Ample parking available.	Car Parking	Ample parking available
Public Transport	Bus 356, 357, 577.	Public Transport	Bus 541, 549, 550, 651 + courtesy but may be available
Name	Estia School House	Name	French Street Hall
Address	879 Plenty Rd., South Morang	Address	47a French Street Lalor
Car Parking	Limited parking available	Car Parking	Ample parking available.
Public Transport	Mernda train, stop at Middle Gorge, Bus route 901, 382, 387	Public Transport	Bus 566 Lalor to Northland
Name	Galada CC	Name	Groove Train
Address	10A Forum Way, Epping North	Address	Plenty Valley Shopping Centre. 400 McDonalds Road Mill Park
Car Parking	Some car parking available	Car Parking	Ample parking available.
Public Transport	Bus 357	Public Transport	South Morang Station. Bus 901. Frankston-Melbourne Airport (Smartbus)

Name	Growling Frog Golf Course	Name	Janefield Community Centre
Address	1910 Donnybrook Road, Yan Yean	Address	2 Manchester Crescent Bundoora
Car Parking	Ample car parking available	Car Parking	Car parking available
Public Transport		Public Transport	
Name	Jindo Family and Community Centre (Melways 390 F11)	Name	Lalor Library
Address	48 Breadalbane Avenue Mernda	Address	2b May Road, Lalor
Car Parking	Car parking on site including disabled parking.	Car Parking	Parking available.
Public Transport	Bus 387 Mernda Nth to Bundoora RMIT. Via South Morang Station.	Public Transport	Bus 566 Lalor to Northland.
Name	Lalor Links Garden	Name	Lalor Tennis Club (Melways Ref 9-A4) Next to Lalor Football Club.
Address	405 Station Street Lalor	Address	Sydney Crescent Lalor
Car Parking	Street parking available	Car Parking	Parking available.
Public Transport	Mernda train, stop at Lalor station	Public Transport	Bus 559. Thomastown to Lalor Loop. Walking distance from Lalor Station.
Name	Laurimar Community Centre (Melways 391 G6)	Name	May Rd. Campus/Senior Citizen's Lalor
Address	110 Hazel Glen Drive Doreen (Corner Laurimar Boulevard)	Address	2b May Road, Lalor Behind the Lalor Library.
Car Parking	Ample parking available.	Car Parking	Parking available.
Public Transport	Bus 386 from Mernda Station goes along Hazel Glen Drive.	Public Transport	Bus 566 Lalor to Northland.
Name	Mill Park Basketball Stadium	Name	Mill Park Community House
Address	Stables Shopping Centre. Redleap Avenue Mill Park.	Address	Cnr Blamey Ave, Mill Park Drive, Mill Park
Car Parking	Parking available.	Car Parking	Street parking available
Public Transport	Bus 564 Bundoora RMIT to South Morang Station.	Public Transport	Bus 382, 564, 566
Name	Mill Park Library	Name	Mernda Community House
Address	394 Plenty Road Mill Park	Address	Cnr Heals/Schotters Rd, Mernda
Car Parking	Parking available.	Car Parking	Street parking available
Public Transport	Bus 386. 387. Mernda North to Bundoora RMIT.	Public Transport	Mernda station, Bus 381, 382

Name	Mernda Village Community Activity Centre (Melways 390 G8)	Name	Mernda Village Shops
Address	70 Mernda Village Drive Mernda	Address	7a/57 Mernda Village Drive, Mernda. Meet at Ferguson Plarre
Car Parking	Parking available	Car Parking	Parking available.
Public Transport	Bus 387. Mernda North- Bundoora RMIT via South Morang Station.	Public Transport	Bus 387. Mernda North-Bundoora RMIT via South Morang Station
Name	Nick Ascenzo Community Centre	Name	Norris Bank Reserve
Address	2 Boronia Avenue Thomastown	Address	135 McLeans Road Bundoora
Car Parking	Ample parking available.	Car Parking	Parking available.
Public Transport	Bus 559. Thomastown via Darebin Drive.	Public Transport	Bus 902. Chelsea to Airport West (Smartbus)
Name	Painted Hills Community Pavilion	Name	Peter Lalor Campus
Address	180W Painted Hills Rd	Address	34 Robert St. opp. Ryder St., Lalor
Car Parking	Ample parking available.	Car Parking	Limited street parking available
Public Transport	Bus 386 from Mernda Station goes along Hazel Glen Drive.	Public Transport	Lalor station. Bus 566, 554
Name	Readings Cinema Epping	Name	Riverside Community Centre (Melways 183 H12)
Address	Epping Plaza Epping	Address	8 Doreen Rogen Way, South Morang
Car Parking	Ample Car parking available.	Car Parking	Off Riverside Drive. Parking available.
Public Transport	Bus 555, 556, 569, 577, 901.	Public Transport	Bus 901. Frankston-Melbourne Airport (Smartbus) walk from Gorge Road.
Name	South Morang Station	Name	Thomastown Library
Address	McDonalds Road, South Morang	Address	52 Main Street Thomastown; Next to Thomastown Aquatic Centre.
Car Parking	Limited carparking available during the week, better during the weekend	Car Parking	Parking Available
Public Transport	Bus 382, 386, 387, 564, 569, 572, 573, 577, 901.	Public Transport	Bus 554 from Lalor to Main Street, then walk down to library. Bus 555 from Reservoir to Main Street.

Name	Thomastown Recreation Activity	Name	Westfield Plenty Valley
Address	52 Main Street Thomastown (next to Thomastown Library)	Address	Woolworths at Plenty Valley Shopping Centre, South Morang.
Car Parking	Parking available.	Car Parking	Ample parking available.
Public Transport	Bus 554 from Lalor to Main Street, then walk down to library. Bus 555 from Reservoir to Main Street.	Public Transport	South Morang Station. Bus 901. Frankston-Melbourne Airport (Smartbus)
Name	Whittlesea Community Activity Centre	Name	Whittlesea Library
Address	57-61 Laurel Street Whittlesea	Address	57 – 61 Laurel Street Whittlesea.
Car Parking	Ample Parking available.	Car Parking	Ample parking available.
Public Transport	Bus 385. Whittlesea/Mernda North-Greensborough.	Public Transport	Bus 385. Whittlesea/Mernda North-Greensborough
Name	Yan Yean Reservoir Park		
Address	Recreation Road Yan Yean.		
Car Parking	Ample parking available.		
Public Transport	Bus 381, 382, 385		

EQUIPMENT AND TECHNOLOGY

Whittlesea U3A understands that as part of your class you may need to either borrow or purchase certain equipment and materials. Money is available for many of the small items that are needed in class, so an activity leader/tutor does not have to feel that they are out of pocket when organizing an activity.

- **Reimbursement of funds** – please find a form on the [website](#): Click here. This can be emailed or handed to the Treasurer. Other arrangements can also be organised by contacting the Treasurer (refer to Contact List).
- **Purchase or borrowing of more expensive equipment** – should your class need to purchase or borrow any more expensive equipment please notify the relevant person (refer to Contact list). It is very important to realise that, although grants are available to purchase many items, not all requests can be accommodated. However, members of the Committee would like all activity leaders/tutors to be able to provide the best possible learning experience for members, so all requests will be considered.
- **Borrowing of equipment within a class** – many classes provide equipment which can be loaned out to its members. Please refer to [Whittlesea U3A's Policy for The Borrowing of Equipment](#).

CLASS MEMBERSHIP

PARTICIPATION IN CLASS

Enrolments usually occur between December and January; however, many members enrol in classes during the year as they hear about a great class, a new class becomes available or as their time availability changes. Activity leaders/tutors are updated about changes to their classes by mail, email, or phone so that they can modify their program to suit. It is important for activity leaders/tutors to notify the office of any changes to their class structure from their end – when someone tells them they will not be returning or when their own circumstances change, and classes need to be modified. U-MAS provides members of classes to record absences whether long or short term and tutors are notified of these changes.

Another important part is that an activity leader/tutor needs to ensure that all participants in their class have been officially enrolled. Members often like to visit new or proposed classes one or two times, and this is great because it gives them the opportunity to see firsthand the opportunities being offered. However, always encourage (and sometimes insist) that members enrol officially in classes rather than continuing to 'drop in.' ***Due to COVID restrictions only fully vaccinated or those with a medical exemption provided by Medicare can enrol in or be part of a face to face class.***

A lot of Whittlesea U3A's programs depend on grants from external sources including the City of Whittlesea and the State Government. When applying for these grants the one constant question is 'How many members attend classes?' This question cannot be answered accurately unless everyone who attends a class enrolls officially. So, with this in mind don't forget to ensure that all the members of your class are current members (check their badges if you do not know them) and that they are enrolled (check your updated enrolment list).

Also, don't forget that if your class has a waiting list, you will need to inform the office should a vacancy occur. This way everyone is happy.

CLASS TIMETABLES

As the number of classes change constantly during the year it is recommended that you refer to the website for the most up to date list. Course summaries are available on the website and the weekly WOTZON provides up to date details of any changes to classes.

CLASS ATTENDANCE

Each term, attendance lists are emailed or posted to you so that you can keep an accurate record of who is attending your class. These lists can also be downloaded on to your computer if you prefer as a pdf. If you need assistance to do this, please notify the Course Coordinator and she will be very happy to help.

Information on how attendance is captured plus the arrangements for the transfer of this information for Whittlesea U3A is a vital part of running a course. This collection is done as a hard copy attendance list. The roll provides a vital piece of information for Whittlesea U3A and therefore roll marking needs to be an integral part of each class meeting. The information is used for identifying non-members, insurance purposes, moving people from waiting lists, identifying welfare issues, statistics for reports etc.

At the end of each term please either mail, scan and email, or just hand deliver your completed list to the office.

CONTACT INFORMATION COLLECTION

Name and details of class members, including emergency contacts, are passed on to the activity leader/tutor unless there are some legal or privacy issues stopping Whittlesea U3A from doing so. It is also important when a member gives an activity leader/tutor any changes to their personal details that these are forwarded to the office for updating on the data base. Tutor contact information cannot be provided by the office or any member of the committee without permission of the tutor. If you would like your group to be able to contact you it would be better to provide them with your information at the beginning of the year.

PAYMENTS AND FEES

EXTRA COSTS FOR CLASS MEMBERS

- Participation in a class is free to members and therefore no fees can be collected by activity leaders/tutors for the teaching of a subject area.
- There will be certain classes where costs of materials need to be paid for by the members of that class. These should be kept to a minimum ensuring that they cover the activity leader's/tutor's costs but do not indicate a profit. All extra costs need to be approved by the committee. Please notify the class coordinator should you need to place a cost into your class.
- Where you, as an activity leader/tutor, purchase material to run your class the cost can be reimbursed by Whittlesea U3A. **However, it is important that you inform the class coordinator prior to the purchase of materials.**
- Reimbursement is available for many different items. These include:
 - Tea and coffee made available during the class
 - Materials used by the activity leader/tutor e.g. Tools etc. This would not include consumable items or items for the personal use of the class members. Please contact class coordinator if you are unsure of this aspect of reimbursement
- Where reimbursement has been approved prior to the purchase of the item, the Treasurer will arrange the transfer of the money into your bank account. A copy of the

reimbursement and requisition form is available on the Whittlesea U3A website. [CLICK HERE](#) for a copy of the form.

MISCELLANEOUS ADMINISTRATION MATTERS

POLICIES

Whittlesea U3A is an ever-evolving organisation and membership is constantly increasing. For this reason, policies are created and reviewed yearly to ensure that the needs of the membership are met. A copy of these policies is available on the website and are regularly updated. Attached is the COVID policy which may affect the running of your class. All other policies can be viewed online.

The following policies are available on the website:

- [Whittlesea U3A Constitution](#)
- [Anti-Discrimination Policy](#)
- [Borrowing of Materials Policy](#)
- [Code of Conduct Policy](#)
- [Copyright Policy](#)
- [COVID Lockdown Policy](#)
- [Grievance Policy](#)
- [Membership Terms and Conditions](#)
- [Policy Risk Management](#)
- [Privacy Policy](#)
- [Sexual harassment](#)
- [Bullying Policy](#)
- [Raffles for Fund Raising Policy](#)
- [Selling of Goods Policy](#)
- [Whittlesea U3A Trips and Events Policy](#)

CLASS CANCELLATION PROTOCOL FOR TEMPORARY OR PERMANENT CANCELLATIONS

Classes may need to be cancelled for many reasons.

Below is the procedure that an activity leader/tutor should follow when needing to cancel a class.

Temporary cancellation – although not ideal as all members of a class really look forward to the weekly, fortnightly activity there will be times when a class must be cancelled.

- **To ensure everyone remains informed of what is happening in your class could you please:**
 - Notify the **Course Coordinator** of your plans so Whittlesea U3A has a record
 - Try, where possible, to find someone in your class who can lead the group in your absence
 - Discuss the matter with the Course Coordinator if you are unable to find someone to take the class for you.
 - If no one is available and the Course Coordinator is unable to get another activity leader/tutor, an email will be sent by the Class Coordinator to notify the members of your class of the cancellation.
 - An SMS can also be sent by the Class Coordinator should members need to be notified in an emergency.

Permanent cancellation – if you are unable to continue with a class please notify the **Course Coordinator as soon as possible**. They will discuss the issue with you and try and find an alternative solution if one is possible. Remember that members of a class really look forward to these events so permanent cancellation is something that Whittlesea U3A tries to avoid where possible.

GENERAL IDENTIFICATION

- All members of a class need to wear or have visible their Whittlesea U3A identification. This is especially important on outings or other planned class activities.
- Emergency contact details for class members is available on the front and back of the Whittlesea U3A ID card.
- In case of a serious medical emergency always dial 000 for an ambulance, contact the emergency number on the member's ID card and contact the office.
- An incident report needs to be filled out and it can be found on the Whittlesea U3A website [CLICK HERE](#) The sooner this is completed the better however always ensure that the member is safe first.

TAKING PHOTOS OF CLASS MEMBERS

- It is always recommended that whenever photos are about to be taken of the class, verbal permission at the time be sought with an explanation as to what the photo will be used for.
- Permission to take photos is part of the terms and conditions that members tick at the time of enrolment however it is always a good idea to ask first.

GRIEVANCE AND DISPUTE PROCEDURES

- Grievance report forms are available to class members including an agreed process to address the reported grievance. [CLICK HERE](#) for a copy of an incident report. Plus there is a Grievance Policy available on the website.

COMMUNICATION WITH CLASS MEMBERS

The foundation of class communication is respect. This is outlined in Whittlesea U3A Inc. 'Code of Conduct Policy'

Class member communication with activity leaders/tutors out of hours e.g. email, phone number. It is up to the individual activity leader/tutor how much and what type of personal information you wish to give to the members in your class.

Encouragement of feedback to improve the course - a way of ensuring that your class remains relevant to the participants is to ask for feedback (verbal or written). This could be done either at the end of each semester or at the end of the year.

Always get permission before giving members of a class other member's contact details. The office does not provide personal details of the tutor or any class member without their permission. Contact to a class member can either be done by the tutor, office or class coordinator. This will avoid future disputes.