

# TUTOR MANUAL 2019

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## INCLUSIONS

Reimbursement Form  
Incident/ Accident Report Form and Procedures  
Tutor Checklist for OH&S

## IMPORTANT DATES

TERM DATES 2019	Term 1	4 <sup>th</sup> February	5 <sup>th</sup> April
	Term 2	23 <sup>rd</sup> April	28 <sup>th</sup> June
	Term 3	22 <sup>nd</sup> July	20 <sup>th</sup> September
	Term 4	7 <sup>th</sup> October	29 <sup>th</sup> November

TUTORS' MEETINGS	Tutors' Meeting and Luncheon	Thursday 31 <sup>st</sup> January 12.00 – 3.00pm	Pines Function Room
	COM Luncheon to Thank Tutors	Thursday 25 <sup>th</sup> July 12.15 – 2.30pm	Pines Function Room

## HOLIDAYS & SPECIAL DATES

### TERM 1

Orientation For New Members	Friday 1 <sup>st</sup> February 9.30am -11.30am
Class Representatives Meeting	Thursday 28 February 1.30pm – 2.30pm
Labour Day Holiday	Monday 11 <sup>th</sup> March
AGM - Annual General Meeting	Wednesday 21 <sup>st</sup> March 12.15 – 2.30pm

### TERM 2

Anzac Day	Thursday 25 <sup>th</sup> April
Queen's Birthday Holiday	Monday 10 <sup>th</sup> June.

### TERM 3

Senior Citizens Celebrations	Date to be advised
Tutor Luncheon	Thursday 25 <sup>th</sup> July

### TERM 4

Melbourne Cup Holiday	Tuesday 5 <sup>th</sup> November
Artistic Showcase	Wednesday 20 <sup>th</sup> November 10am-3pm
uniFEST	Thursday 28 <sup>th</sup> November 12noon-3:30pm

## NEWSLETTERS

Copy Deadline - Friday	15 <sup>th</sup> February	26 <sup>th</sup> April	26 <sup>th</sup> July	18 <sup>th</sup> October
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**U3A Office Telephone: 9894 5955**

Email: [manunipines@gmail.com](mailto:manunipines@gmail.com)

Website: [www.u3amanningham.org.au](http://www.u3amanningham.org.au)

## COMMITTEE OF MANAGEMENT

President Conflict Resolution & OH&S	David Jenz		
Vice President Accommodation & External Venues	David McNamara		
Secretary Member Records & Correspondence	Alita Mossop		
Treasurer	Ian Gorman		
Curriculum Room Bookings & New courses	Milly Ching Tanya Gogorosis		
Office Manager	Robyn Buttling		
Communications Newsletter Editor & Publicity	Jillian Gange		
Equipment Purchase & Repairs	Terry Smith		
Enrolment & Data Management	Warwick Wright		

## OTHER CONTACTS

The following members may be contacted via e-mail or the pigeon holes in the office.

Tutor Coordinator	Barbara Spagnolo		
New Courses	Ian Gorman		
Timetables	Tony Kerron		
Class Representatives Deputy Class Rep	Kay Hawkins Pam Whitfield		
Enrolments and Class Lists	Enrolment team		
Computer Coordinator	Sri Gitachari		
Technology	Greg Johnson		
Risk Manager External Venues	Graham Henstridge		
Migrant English Tutor Training	Jeanette Badge		

## INFORMATION FOR TUTORS

### ROLE OF THE TUTOR

U3A Manningham follows the general pattern of most U3As in its organization and approach to the running of courses. It invites offers from people willing to be tutors, negotiates details of the courses then offers the courses to members. A class is conducted if enough enrolments for it are received.

Tutors:

- determine course content in response to members' needs and interests
- volunteer their time and expertise and no payment of any kind is made to them
- are asked to refrain from using this organization for any private business or commercial gain
- complete an enrolment form so they are registered as members for insurance purposes
- will receive newsletters, may vote and may participate in other classes
- **it is your responsibility to read and understand the following policies that can be found on website [www.u3amanningham.org.au](http://www.u3amanningham.org.au) under 'About Us'. Particularly those in bold type.**

### Our Constitution and Policies

[Constitution](#)

[Code of Conduct Policy](#)

[Privacy Policy](#)

[Anti-Discrimination Policy](#)

[Accommodation Policy](#)

[Assistance to Outside Entities Policy](#)

[Bullying Policy](#)

[Conflict of Interest Policy](#)

[Enrolment Policy](#)

[Grievance Policy](#)

[Health & Safety Policy](#)

[Membership Policy](#)

[Member Awards Policy](#)

[Risk Management Policy](#)

[Sexual Harassment Policy](#)

[Class Reps Booklet](#)

[Emergency Procedures](#)

### COPIES OF THE ABOVE DOCUMENTS & POLICY INFORMATION

are kept in the U3A Office for your information.

### ACCESS TO WI-FI

Tutors and Class Reps can now access Wi-Fi for U3A matters. It is not to be used for personal use.

To gain access to the password required, please email [officemanagermu3a@gmail.com](mailto:officemanagermu3a@gmail.com).

Include your name and class with this request. The password will be emailed to you.

## CLASS OPERATION

### CHANGES TO CLASSES

Changes to class times and venues may be made if

- Curriculum manager approves
- class members are informed in advance and agree
- The U3A office is informed
- The Class Representative informs members

### CLASS REPRESENTATIVES

Tutors appoint a Class Rep and Deputy Class Rep at the first session to help in the running the class. The Class Representative and Deputy's role is outlined in Class Reps Booklet found on line. (refer page 4) **Both must be computer literate and be able to complete attendance lists online.** Please return the Class Reps appointment form to the office for the Class Rep Coordinator after the 2<sup>nd</sup> class.

### ATTENDANCE RECORDS

Attendance records are essential for providing information for funding applications and for insurance purposes and in case of emergency evacuation.

Two copies of a list of enrolled class members will be placed in the Tutors' pigeon hole at the beginning of each term (one for Tutor and one for Class Representative).

It is important that:

- the Class Rep records attendance, no matter where the class is held
- Class Reps check for new enrolments online before each session.  
Any new class members can then be entered on the class list.
- Only the Enrolment Team can add new members.

The **original** copy of the attendance record must be returned to the class pigeon hole after the last class of each term, including Term 4. Please ask your Class Rep to do this.

### PRIVACY GUIDELINES

U3A must now comply with privacy legislation requirement. Tutors are advised that any details of members may be used **only** for U3A purposes. Tutors will find a privacy statement at the bottom of all documents with member details. When Tutors send emails to class members use BBC (blind carbon copy) to maintain privacy of email addresses.

### NAME TAGS

U3A requires all members (including Tutors) to wear the issued name tag, which must have emergency contact person and medical details on reverse side. The tags are to be worn while attending U3A activities at all venues. This also makes it easier for members to get to know each other.

### MOBILE PHONES

Tutors and/or Class Reps are asked to remind class members to switch off their phones or put them on silent mode.

### OPEN CLASSES

From time to time, particularly during Senior Citizens' Week we are called upon to offer an opportunity for the wider community to access U3A. It is hoped that, where appropriate, tutors will agree to have visitors to their classes or to arrange for guest speakers.

## **USE OF FURNITURE AND FACILITIES**

### **Pines Centre**

#### **Furniture**

Chairs and tables need to be put away at the end of each session unless you have an agreement with the following class.

At the end of the day all furniture must be put away as community groups use these rooms.

#### **Damage**

Because the rooms will be leased to other users after hours, tutors are asked to be vigilant in regard to any damage to the building, furniture or to equipment. If you have a class at the start of the day please take a few moments to examine the classroom for any obvious signs of damage or misuse. This is particularly important if you are using the PFR (Pines Function Room) where the surface of the floor occasionally shows signs of ill-usage.

Please report anything significant to the President via the office, or his contact details on page 3.

Record any equipment faults in the book in the office. For urgent requirements put a note in the Equipment Officer's pigeon hole.

#### **Equipment**

If you wish to use any of the classroom equipment provided, please fill in the Equipment Bookings book located in the office. If the equipment is already booked, please contact the Equipment Officer (contact details on page 5). Support is available for tutors using equipment. A daily roster of helpers is kept at the office to assist with equipment if needed.

## **PHOTOCOPYING**

- is not for private use
- Is undertaken by tutors, deputy class reps or office staff.

To request instructions on using the photocopier, please email [officemanagermu3a@gmail.com](mailto:officemanagermu3a@gmail.com).

**All photocopying must be recorded in the 'Class Photocopying' folder located near the photocopier.**

Photocopying for class purposes will be paid by class members at 5c per printed side. The tutor or class rep is responsible for calculating the costs for each class member and for collecting this money and keeping a record. Payments are to be made at the office at the time of photocopying. A receipt will be issued to you for amounts over \$5.

## **IN THE EVENT OF AN INCIDENT**

Any incident regarding a member's health no matter how simple or complicated, should be entered in the Incident Book kept in the U3A office. All incidents must be reported within 24 hours.

Tutors who take classes outdoors should ensure that they or someone in the group has a mobile phone. If you are unable to enter the incident in the Incident Book that day before the U3A Office closes, notify a member of the Committee of Management and then enter it in the Incident Book as soon as possible. Please take an Incident/Accident form with you to external venues to complete in case of accident. A basic First Aid Kit would also be useful at these venues. For the complete policy refer to on-line Policies.

## **IN THE EVENT OF AN EMERGENCY INCIDENT RING 000**

## ASSISTANCE AVAILABLE TO TUTORS

The Tutor Coordinators is happy to discuss issues or difficulties tutors may have with class organisation, accommodation, equipment or any other matters relevant to the conduct of classes.

### ASSISTANTS FOR TUTORS

Three types of assistants are available to tutors:

**Substitute Tutors** can be appointed by tutors to cover an absence.

**Associate Tutors** are used in Strength Training classes to assist the Tutor. They are also trained to run the class in their own right throughout the year

**Tutor Assistants** are used in computer classes, various dance classes and Tai Chi.

If you appoint a **Substitute Tutor**, please complete the form (found in class pigeon hole) at the **end** of each term. The form must be returned to Tutor Coordinator's pigeon hole at end of the term. This is the **ONLY** way to ensure the appropriate level of enrolment for the following year for the **Substitute Tutor**.

If you appoint a **Tutor Assistant** or **Associate Tutor**, please advise Tutor Coordinator at the **start** of the relevant term by email or putting a note in pigeon hole.

### CLASS MATERIALS AND EQUIPMENT

Class equipment is available through the equipment officer. A booking diary is kept in the office. Items include overhead projector, portable speaker & microphone, television, video player/recorder, and CD players. Materials such as whiteboard markers are available at the office. If major items of equipment are required, please complete a requisition form and submit to the Curriculum Manager (via pigeon hole) for consideration by the Committee of Management. Do not purchase prior to receiving approval.

Special class materials for use by tutors (up to the value of \$100 per year) may be purchased. The \$100 limit includes phone calls from home. Please complete a reimbursement claim form, attach receipt/s and/or the phone call record sheet and pass these on to the Curriculum Manager. A copy of this form is included in your manual. Banking details must be provided for every claim.

**Please note: all purchases exceeding \$100 must receive prior approval from the COM via the Curriculum Manager.**

Class members will cover costs for photocopying of class notes and all expendable materials such as video hire, texts for language classes, art and craft materials plus equipment such as tennis racquets and balls, plus playing cards. Costs for tokens of thanks to tutors and guest speakers will also be covered by class members. The class rep will collect this money.

### ASSISTANCE FOR NEW TUTORS

All new tutors will be inducted by the Tutor Coordinator and mentoring will be offered as required.

## CLASS REPRESENTATIVES

During the first session for the year the tutor explains the role of Class Representative (Class Rep) and Deputy Class Representative (DCR). The tutor then asks for those who have volunteered for the role and **have computer skills** to undertake the position. The appointments are then made. Class Reps assist with the communication of the organisation's messages to members.

### GETTING STARTED

The tutor returns Class Rep nominations form to the Class Rep Coordinator. Appointed Class Reps will receive notification that they can access MyU3A to mark attendances. Class Reps log in with their current Member Login when indicated at Tutors Login. Further information at the

Courses page: <http://u3amanningham.org.au/courses.html>

Scroll to bottom to find three buttons.

[Tutors Login](#) [Tutor Help](#) [Class Reps Booklet](#)

[Tutor Help](#) describes how to mark attendance on the MyU3A system.

### CLASS REPS AND DEPUTY CLASS REPS TASKS (which Tutor completes if both are absent.)

Please refer to online Class Reps Booklet as above.

## MIGRANT EDUCATION PROJECT

Members of U3A volunteer to train as tutors of English Conversation. The training consists of six 2½ hour sessions and on completion the tutors make themselves available to migrants who apply for tuition through U3A. Sessions usually run for an hour a week, are on an individual basis and are arranged by the tutor and the student at a time and venue that is mutually acceptable.

Members of U3A are welcome to volunteer for training as a tutor and are also encouraged to pass on names of any migrants they know who would benefit from the program and wish to do so.

**This can be done by contacting Coordinator of Migrant Education, or leaving a message with your name and telephone number at the U3A Office (9894 5955).**



## PHYSICAL/SENSORY IMPAIRMENT

**Tutors please note and let class members know these simple rules.**

- Independence is of vital importance to all members. Please respect the efforts of members with special needs to be independent.
- If you believe members need assistance, introduce yourself and ask them how you can assist them. If they want to clear up after a class do not try to stop them.
- Check that everyone is sharing the work, as it is everybody's responsibility.
- If you are able to assist with transport please inform the tutor.

**To assist those with vision impairment**

- Face the person. Get his/her attention.
- Introduce yourself so that they are aware that you are there.
- Do not cover your mouth.
- Speak in a normal voice. Do not shout.
- Do not speak too quickly.
- Do not turn away when you are talking.
- Ask how they prefer to be assisted. For example, ask if you should hold their arm or they prefer to hold your arm whilst you are guiding them so that they feel comfortable and safe.
- A guide dog is trained to ensure a vision impaired person's safety. Do not pat or distract the dog while it is working. A guide dog must keep his/her eyes on the road and his/her mind on the job.
- Please do not touch the person. Introduce yourself and ask him/her if you can be of assistance to him/her.

**To assist those with hearing impairment:** (1 in 3 aged 60+ will be in this category!)

Hearing Enhancement Equipment has been purchased by Manningham U3A. Instructions will be with the equipment, but tutors who present lecture type classes are asked to avail themselves of the training which will be provided.

**To assist people using special equipment such as a wheel-chair, walking-frame or walker**

If the above equipment needs to be moved, introduce yourself to the owner and explain why it needs to be moved. Do not begin to move the member without their permission, as they may prefer to move without assistance. Ask how you can be of assistance.

## HEALTH AND SAFETY GUIDELINES

Tutors, particularly those who take Health and Fitness classes, are advised to caution members and give general advice on how to minimise risk to themselves during class activities.

Hence members:

- should participate according to their own estimation of their capability
- be participating at their own risk
- might not be able to participate fully in some movements or exercises
- need to understand that in the event of a health incident or injury a call may be made to 000 for emergency assistance unless the member concerned indicates otherwise
- are responsible for completing the emergency details on the back of their name tags and
- wear their name tag at every class.

By complying with the above, tutors will satisfy the 'best endeavors' and 'duty of care' requirements of U3A insurance.

Tutors and office staff workers need to be aware of the location of the First Aid kit and the nearest fire extinguisher in the building you are in. Also, in the event of an emergency evacuation you will need to move to a chosen assembly point away from the danger zone. Take a walk with your class to the safe zone. Do this at the start and middle of the year. Ensure new members to your class are made aware of this information when they join your class.

# RECOMMENDED PROCEDURE IN AN MEDICAL EMERGENCY

## AMBULANCE:

## Call 000

Advise location of U3A.....

Is it at another location?  
REFER TO FOLLOWING LIST

**The Pines Living and Learning Centre  
Unit 2 / 520 Blackburn Road  
Doncaster East. 3109**

**1<sup>st</sup> traffic lights on Blackburn Road north of Reynolds Road**

If ambulance officers are required, they like to speak directly with someone on the scene.

It is best if the "000" call is made close to the patient for an accurate account of the patient's current medical status.

- i.e. Is the patient conscious?  
Is the patient breathing?  
Is the patient responsive? (Sometimes these questions need clarification)

## U3A MEMBERS

Assistance from class members: (dependent on type of incident)

- Two people should remain with and assist the patient
- Two others to help (gofers)
  - To – call "000"
  - To – inform the office
  - To - request attendance of a 'first aider' if one available
  - To – obtain articles to assist if required – defibrillator, first-aid kit, blanket, pillow etc.
  - To – guide the paramedics to the patient
  - To – raise the correct Incident Report information (tutor or class rep)

**Anyone without an active role should leave the area.**

**Tutor to dismiss class.**

**The patient's privacy should be respected at all times.**

**Spectators asked to move away.**

If the patient is to be transported to another location, their belongings should accompany them. Hand bags and brief case may contain needed medications.

Next of kin or 'Significant Other' should be notified by the Tutor or Class Rep.

## **MU3A CLASSES AT OTHER VENUES.**

Applewood Retirement Village,	13-49 Tram Road, Doncaster 3108
Basketball Stadium	Sheahans Road Reserve, Bulleen 3105
Centenary House,	901 Doncaster Road, Doncaster East 3109
Donvale Bowls Club,	256 Reynolds Road, Donvale 3111
Donvale Indoor Sports Centre,	360 Springvale Road, Donvale 3111
Donvale Retirement Village,	160 Springvale Road, Donvale 3111
Donvale Tennis Club,	Access from Mitcham Road, Donvale 3111
Freeway Golf Course,	Off Columbia Street, Balwyn North 3104
Finns Reserve,	Duncan Street, Templestowe Lower 3107
Heimat Centre,	125 George Street, Doncaster East 3109
Indulgence Café,	The Pines 520 Blackburn Road, Doncaster East 3109
Leisure Centre Stadium,	3 Anderson Street, Templestowe 3106
Memorial Hall,	Anderson Street, Templestowe 3106
Ruffey Lake Park,	Victoria Street, Doncaster 3108
Scout Hall Ajani Centre,	284 Thompsons Road, Templestowe Lower 3107
St Marks Church	Cnr. High St. & Dellfield Drive Templestowe 3106
Ted Ajani Community Centre,	284 Thompsons Road, Templestowe Lower 3107
Templestowe Baptist Church Community Centre,	107 Anderson Creek Road, Doncaster East 3109

## EMERGENCY EVACUATION PROCEDURES

In the event of an emergency at the Pines the order to evacuate the building will be announced over the PA system and delivered via speakers in the classrooms and the Pines Function Room.

**A staff member of Pines Learning will act as Chief Fire Warden.**

The U3A trained fire wardens are Geoff Sheldon and Terry Smith. If one of them is on the premises they will oversee the evacuation of U3A area. If they are not present, a member of the office staff on duty at that time will take the role. The fire wardens will be wearing a **red** or **white** hard hat and should be clearly identifiable.

Evacuation of individual classrooms and the PFR will be the responsibility of the Tutor in the room at the time the evacuation order is given. The Tutor's role can be summarized as follows:

**In order to be in a position to effect a successful evacuation it is important for all tutors to acquaint themselves with the emergency evacuation diagrams posted in the building in which their class operates.**

**The evacuation diagram for the Pines building is shown in the tutor manual. Comparable evacuation diagrams and information are to be found in all other venues used by U3AManningham.**

### IN THE EVENT OF A FIRE AT THE PINES

1. Tell everyone to proceed to one of the emergency exit(s). The emergency exit(s) to be used will be broadcast over the PA system depending on the location of the fire. Tell the class to remain together and to assemble at the emergency assembly area specified over the PA system. Ensure that you have the class attendance sheet and that the classroom door is **closed** after the last person has exited.
2. The tutor should ensure that the class group remains together at the designated assembly area while the tutor and the class rep check that all class members have been accounted for.
3. The Tutor or Class Rep will then report this information to the person overseeing the evacuation.

### IN THE EVENT OF A BOMB THREAT AT THE PINES

1. Tell everyone to take their bags and proceed to a safe area about 200 meters from the building. If possible evacuate to an area behind other buildings. Tell everyone to remain together so that everyone can be accounted for. Take the class attendance sheet and ensure that the classroom door is left **open** after the last person has exited.
2. The Tutor and Class Rep will then check that all members of the class have been accounted for.
3. If it is safe to do so the Tutor or Class Rep will report this information to the person overseeing the evacuation.

These are the **only** responsibilities that the Tutor is asked to accept. Tutors are **not** expected to take control of the emergency, fight fires or attempt to contain a fire. Your individual safety is paramount. Tutors are requested only to ensure the orderly evacuation to a safe place of all members of their class.

**WHATEVER VENUE YOU FIND YOURSELF IN THE ONLY PRIORITY IS FOR YOU AND YOUR CLASS MEMBERS TO EXIT THE BUILDING SAFELY.**

# EVACUATION DIAGRAM

**PINES LEARNING & ACTIVITY CENTRE**  
**520 BLACKBURN ROAD**  
**DONCASTER EAST, VIC**  
**GROUND**



For All  
Emergency  
Services  
Dial **000**

**P** Police  
**F** Fire  
**A** Ambulance

**TRIM**  
**AVAC**  
**MC<sup>2</sup> Pacific**  
 GREENCAP  
 CONSULTING COMPANIES

## LEGEND

- Fire Extinguisher (DCP)
- Fire Hose Reel
- Fire Hydrant
- Fire Blanket
- First Aid Kit
- EWS Emergency Warning System
- Emergency Exit Push-Button (Green)
- Exit Sign
- Egress Path

## EVACUATION PROCEDURES

### FIRE AND EMERGENCY OPTIONS IN CASE OF FIRE

- R REMOVE PEOPLE FROM IMMEDIATE DANGER AREA**  
 Continually assess the situation, do not put yourself or others risk (Do not obstruct Exits and/ or Exit Routes)
- A ALERT OTHER PEOPLE IN VICINITY OF THE FIRE/ EMERGENCY**  
 Dial 000 and ask for Fire Brigades/Service
- C CONFINE FIRE/SMOKE**  
 Close doors behind you and where practicable, windows also (To contain smoke/fire)
- E EVACUATE**  
 (Extinguish/Contain Fire. If trained and if safe to do so, operate appropriate extinguishers)

## SITE PLAN



### AT THE ASSEMBLY AREA

- Account for people from the building.
- Report any person missing to the Fire Brigades/Service.
- DO NOT re-enter the building until the "All Clear" is given by the responding Emergency Services.

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VERSION 1.1

EVACUATION DIAGRAM U3A MANNINGHAM