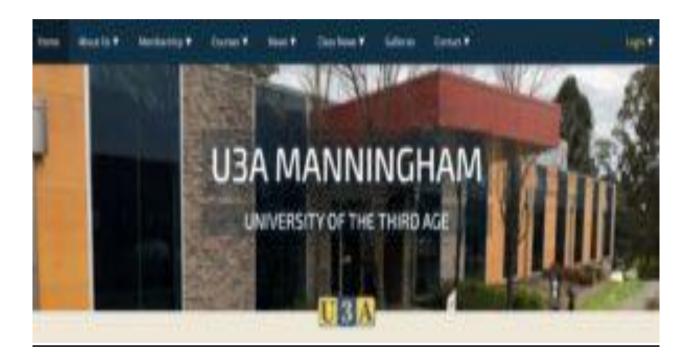


TUTOR MANUAL 2024



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

CALENDAR OF EVENTS 2024.

This is now found on the U3A website under news and calendar or click on link: 2024-Calendar-15-Jan-24.pdf (u3amanningham.org.au)

COMMITTEE OF MANAGEMENT

Position	Name
President	David McNamara
Vice President	Shirley Fung
Secretary	Lyn Davies
Treasurer	Bryce Normoyle
Office Manager	Robyn Buttling
Curriculum Manager	Milly Ching
Enrolment Manager	Ruth Foxwell
Maintenance Manager	Terry Smith
Database Manager	Warwick Wright
Enrolments and Data Management	Douglas Wallace
Network NDS Administrator	Quintin Coutinho
Communications Manager and Webmaster	Neville Cook
Special Assistant to the COM	David Jensz (Co-opted)
Course Planning	Tanya Gogorosis (Co-opted)
Functions Administration	Graeme Martin (Co-opted)

Em

OTHER CONTACTS

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

Milly Ching	Curriculum Manager	
Cynthia Fan	Deputy Curriculum Manager	
Daniela Cursio	Tutor Coordinator	
Barbara Spagnolo	Deputy Tutor Coordinator	
Heather Johnson	Class Representative Coordinator	
Agnes Ng	Deputy Class Rep Coordinator	
Shirley Fung	New Course Coordinator	
Pauline Dinatale	Seminar and Workshop Coordinator	
Foong Sim Chin	Migrant English Program Coordinator	
Heather Ambrose	Volunteer Coordinator	
Colleen Danaher	Computer and Tech Coordinator	

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 under 'About Us' or as a hard copy at the Office.

Tutors are to remind members that if they are experiencing symptoms of cold and flu or COVID they should stay away from U3A until they recover, to reduce the spread of infection.

Our Constitution and Policies

<u>Constitution</u> <u>Code of Conduct Policy</u> <u>Privacy Policy</u>

Anti-Discrimination Policy Accommodation Policy Assistance to Outside Entities Policy

<u>Bullying Policy</u> <u>Conflict of Interest Policy</u> <u>Enrolment Policy</u>

Grievance Policy Health & Safety Policy Membership Policy

Member Awards Policy Risk Management Policy Sexual Harassment Policy

<u>Class Reps Booklet</u> <u>Emergency Procedures</u>

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. 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 (Milly Ching)
- 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 of the class. The Class Rep and Deputy's role is outlined in the Class Reps Booklet found on the website at the bottom of the Courses page. All class reps and deputies must be able to complete the electronic roll. Training will be available if needed. Instructions for this are also found in the Class Rep booklet.

ATTENDANCE RECORDS

Paper copies of the attendance reports are essential in case of emergency evacuation. The attendance reports must be recorded electronically for providing information for funding applications and administration purposes.

Two paper copies of a list of enrolled class members will be placed in the Tutors' pigeonhole at the beginning of each term (one for Tutor and one for Class Rep). The class rep should take copy home for online marking. The tutor's copy to stay in pigeonhole in case of class rep absence. It is important that:

- The Class Rep records attendance at the start of each class, no matter where the class is held. They must also circle the name of any member that leaves early; this is to account for any member who is not present, should there be an emergency evacuation. The electronic roll needs to be updated on the same day as the class. Attendance for Zoom classes can be recorded before the next lesson.
- 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.
- If there are more than 3 absences without an apology the class rep should ring that member to check that they wish to continue with the class. (This is only necessary for classes that have reached their maximum capacity and have a waiting list. It is important that the class rep clarifies the status of the waiting list while at the same time, being mindful of extenuating circumstance). Tutors and class reps do not have the authority to withdraw someone without discussion with that person.

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, 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.

CLASS CANCELLATIONS

Classes when cancelled: the tutor must notify the class rep to inform all enrolled members, the office manager and curriculum manager.

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.

Equipment

A range of equipment is available for tutors to use, located in various corridor cupboards outside Rooms 13 and 14. For further support, contact the Equipment Manager. Any equipment faults or damage needs to be recorded on a form available from the office and placed in the Equipment Manager's pigeonhole.

PHOTOCOPYING

- is not for private use
- is undertaken only by office staff.

Photocopying for class purposes will be paid for 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. Refer to Inclusion on page 15 of this manual.

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 Coordinator is happy to discuss issues or difficulties tutors may have with class organization, accommodation, equipment, or any other matters relevant to the conduct of classes. U3A is starting an updated Induction Program for new tutors, where they will be shown the use of electronic equipment. Any existing Tutor can ask the Tutor Coordinator, at any time, to be part of these classes if they need support.

ASSISTANTS FOR TUTORS

Three types of assistants are available to tutors:

Substitute Tutors can be appointed by tutors to cover absences of holiday or illness. The tutor must immediately inform the Assistant Tutor Coordinator about the substitutions including member ID, name and dates of substitution. This is so that they can be assigned the correct Priority Enrolment Level at the end of the year.

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 people who help the tutor deliver the class. Do not confuse Substitute Tutors with Tutor Assistants.

It is every member's responsibility to set up the class with tables and chairs or any other equipment needed and to put everything away when finished.

If you appoint a **Substitute Tutor**, please keep a record so that you can provide the relevant information to the Tutor Coordinator on request. This is the ONLY way to ensure the appropriate level of priority enrolment for the following year for the **Substitute Tutor**.

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

CLASS MATERIALS AND EQUIPMENT

Class equipment is available through the Equipment Manager. Items include: overhead projector, portable speaker & microphone, television, video player/recorder, CD players and audio enhancing kits. 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 Equipment Manager (via pigeonhole) 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 on page 16 of this 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.

MIGRANT ENGLISH PROGRAM

Members of U3A Manningham (U3AM) can enrol in the course, "Workshop for Migrant English Tutor Training" to be trained as a Migrant English Tutor (ME Tutor). The training consists of six 2½ hour sessions, running over 6 weeks and on completion, the ME Tutors make themselves available to assist migrants to improve their speaking, listening and understanding in English.

Migrants request for this free service through U3AM. Tutoring sessions usually run for about an hour each week and are conducted on a one-to-one basis. The meetings are arranged between the tutor and the learner at a time and venue that is mutually acceptable.

The meetings are either face-to-face or online.

- Face-to-face meetings may be held at a home or at a public place (such as the library, a cafe or a food court).
- Online meetings may be held using Zoom, WhatsApp, WeChat, Face Time or something similar.

Members of U3AM are encouraged to pass on the information about this service to any migrants they know who would benefit from the program. Migrants who are interested can contact the Coordinator of the Migrant English Program by:

- sending an email to manunipines@gmail.com with their name, email address and phone number, or
- calling the U3AM Office (Phone: 9894 5955) during term time and leaving their name, email address and phone number, or
- going to the U3AM Office and completing a 'Learner Request for a Migrant English Tutor' form.

There is a leaflet 'Need Help with English Conversation?' that outlines how to access this free service, which can be obtained from the U3AM Office or from the U3AM website (https://u3amanningham.org.au/wp-content/uploads/2023/02/MigrantEnglishProgram.pdf)

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 any class member is 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 U3A Manningham. Instructions will be with the equipment, but tutors who present lecture type classes are encouraged to avail themselves of the training which can be provided by the Equipment Manager, if requested.

To assist people using special equipment such as a wheelchair, 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 tutors should emphasise that 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
- 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 AED (Accident and Emergency Defibrillator) First Aid kit and the nearest Fire Extinguisher in the building you are in. 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. Refer to page 17 at the back of this manual.

RECOMMENDED PROCEDURE IN AN MEDICAL EMERGENCY

AMBULANCE: Call 000

Advise location of U3A.....

Is it at another location?
REFER TO LIST on next page

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

1st 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. Handbags and brief cases 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

Finns Reserve, Duncan Street, Templestowe Lower 3107

Freeway Golf Club 47-49 Columba St, Balwyn North VIC 3104

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

Ruffey Lake Park, Victoria Street, Doncaster 3108

Roseville retirement village 110 King St, Doncaster East VIC 3109

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

The Domaine Retirement Village 31-43 Victoria St, Doncaster VIC 3108

Ivanhoe Golf Club Vasey St, Ivanhoe 3079

Veneto Club 191 Bulleen Rd, Bulleen VIC 3105

EMERGENCY EVACUATION PROCEDURES

Refer to page 18 in the back of this manual

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

- 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.

MANNINGHAM USA INC. INCIDENT/ACCIDENT REPORT (To be completed on day of incident/accident)

~	2.30	-	
Male)	r de	JEN A	10
21/2 4444	•	1-1784	40

REPORT NO:	<u> </u>	
DATE & TIME OF INCIDENT:	U3A Member: Yes i No	
NAME OF PERSON INVOLVED:		
ADDRESS:		
	7EL:	
PLACE/LOCATION:		
ACTION TAKEN (e.g. Treatment, Doo	stor, Ambulance, Hospital etci	-
1-13-	, · · · · · · · · · · · · · · · · · ·	
		•
NEXT OF KIN ADVISED:		-
Note: In the event of an accident/inj	ivry, general members must use their own medical y llable for the injury, public liability insurance may be	-
SIGNATURES:	· · · · · · · · · · · · · · · · · · ·	!
	TE) .	
(Tutor/Tutor Asst/t.ender)	TEL:	
Witness:	+ ¥111	- İ
Person/Patient Affected:	<u></u>	
Name of Class:	70.0	_
DATE AND TIME THIS REPORT WAS	S COMPLETED	
DATE:		i
		.]
FOR OFFICE USE ONLY:		7
REPORT ORIGINAL:	To be filed in Incident Report Folder using next Report Number in the sequence	
3 PHOTOCOPIES REQUIRED:	- One copy given to person involved - One copy forwarded to President - One copy forwarded to Secretary	j



REIMBURSEMENT FORM

Requestor's Full Name	2	MEMBER'S ID:					
	Iten	ns and Reaso	on for Purchase				
Items			th anniversary, tutor,	C	ost \$	Qty	Amount
1.		office suppl	ies, petty cash, etc		\dashv		Claimed
2.		+			\dashv	\dashv	
3.					\dashv		
					_		
4.							
		TOTAL A	MOUNT CLAIMED:	\$			
lease attach ALL receipts	and records o	f your paym	ents & expenses i	ncurre	l to sup	port you	ır claim.
AUTHORISATION TO PA	AY.						
our claim MUST be signe		ant CoM Dol	egate listed helou	(tick +	he hov	1-	
_	-		ePare listen nelow	(uck t	ne box	Į.	
Tutors – Course/ Office/Admin Pe			rcharing Officer				
Equipment/Repa		_	renasing Officer				
Kitchen/Function			ator				
Please nominate your pro	eferred pavme	ent method (choose/tick only (ONE):			
directly into my bank			,	,			
Name of Bank	Account Nam	•	Bank BSB		Accou	nt Numb	er
By Cheque							
Name on Cheque	Address to se	nd cheque t	0:		Se		ed envelope ched (Y/N):
							1
Requestor's Signature:			Date	:			
Loage this	reimbursemei	nt claim to ti	he U3A Office duri	ng bus	iness n	ours.	
OR OFFICE USE ONLY:							
. Inspect AUTHORISATION	ON TO PAY par	nel above.					
. This MUST be signed of							
. If there is no signature							\:- . b-
 If signed, place this for Treasurer's pigeon-ho 		ieu seit-audi	esseu envelopé (n	IL IS CI	eque p	ayment	, in the
TREASURER:							
Claim Received:				Date:			
-	¬						
Payment Record:	EFT or	Cheque No.	:	Date:			
Entered into Accounts	\neg	Cianaturo:					

U3A MANNINGHAM TUTOR CHECKLIST FOR OH&S

Tutor Name: Da	Date:		
Occupational Health and safety Item addressed	Tick when Read		
Identify the emergency evacuation maps on walls throughout the building			
 In an emergency (or drill) an alarm may sound – Tutors and students should evacuate the building following directions from wardens and proceed to the designated Assembly Point. Handbags and other personal items should be left in the classroor 3. Tutors and Class Reps need to take the completed attendance register with them. Students must stay with the tutor and class. When all students have been marked off the class list at the Assembly Point, the tutor will report to the Chief Fire Warden where will give them the "All Clear". If it is safe to return to classrooms everybody may do so. Once back in the classroom the tutor or Class Rep will check the attendance register to ensure that everyone is safe and accounted The attendance register should be marked and signed off and dated 	no s for.		
 In the event of illness or accident Contact the office for help and First Aid. All incidents to be documented by Tutor (forms in the Tutor Handbook). Ring for ambulance – 000 - if necessary from phone in classroom. Phone emergency contact on reverse of ID badge. DEFIBRILLATOR (AED) – For CPR use. There are 2 of these machines at the Pines: one is located in the small Interview Room next to Pines Learning Reception and the other on the wall outside the kitchen. If you have to use the Defibrillator just turn it on and a recording talks you through what to do. If the patient does not have a heart beat it will administer an electric shock. If they do have a heart beat it will not give a shock. 	1		
Any OH&S issues such as broken furniture etc please report to the Office.			
I have read, understood and completed this form			
Tutor signature: Date:			

EVACUATION DIAGRAM PINES LEARNING & ACTIVITY CENTRE 520 BLACKBURN ROAD



CIM5510 DATE ISSUED: 15/08/2013

VALIDITY DATE: 15/08/2018

VERSION 1.1