

**Tutors & Leaders  
Handbook  
2021/2022**



LIVE LEARN ENJOY

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OLD SHIRE OFFICE 359a PT NEPEAN ROAD DROMANA 3936

Website: [www.u3asouthpen.org.au](http://www.u3asouthpen.org.au)

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## WELCOME

U3A Southern Peninsula Inc. (U3A SP) is delighted that you have volunteered your time and skills to become a Tutor/Leader with us.

U3A SP runs entirely on the efforts of volunteers to bring interesting, educational, and stimulating courses to our members and, therefore, a team of dedicated tutors is essential and vital to our existence. **YOU ARE TRULY APPRECIATED!** Our Management Committee meets monthly and is there to support both our members and our Tutor/Leaders. See further on for contact details.

We are sure you will find tutoring with U3A SP a happy and rewarding experience

## U3A COMMUNICATION WITH YOU

Do not hesitate to contact the Course Coordinators, who are here to assist you. Where possible, all contact between Tutor and the Course Coordinators should be by email to [courses@u3asouthpen.org.au](mailto:courses@u3asouthpen.org.au)

Communication to you will be done by email. If you do not use email, please nominate a dependable person in your course as a Course Assistant who will be responsible for passing on messages quickly to you. This person's email address may be used by course members and the Course Coordinator. Endeavour to keep your Course Assistant's details up to date.

## TUTOR MEMBERSHIP

Currently, all tutors who do not attend courses other than their own will be granted Honorary Tutor status with no Membership costs. Tutors attending other courses are entitled to a discounted annual membership of \$35 reduced to \$15 in 2021 for 2020 financial members.

## ROLE AND GENERAL RESPONSIBILITIES OF A TUTOR

- You are expected to be enthusiastic, dependable, and committed to providing your course members with a satisfying learning and/or social experience.
- Treat your course members with respect and encourage them to contribute their own life experiences and knowledge during course time
- Be aware of health and safety procedures. Ensure course members do not put themselves at risk
- For outdoor activities, remind your group members of road traffic, parks, and recreation safety rules.
- Help to maintain a safe learning environment and report any concerns to the U3A Secretary or Office Manager
- Wear or carry with you your U3A SP badge (Complete Emergency Medical details) and encourage all course members to do likewise during any U3A courses or activities
- Familiarise yourself with the location of a defibrillator unit and the emergency procedures of the building where you teach
- If an emergency occurs, ensure all course members follow procedures.
- Ensure all course members are made aware of the appropriate Assembly Area, in case of an evacuation. If there is an evacuation, be the last to leave and check that all your course members have reached the assembly point.

## HOUSEKEEPING & MAINTAINING RECORDS

1. Mark your Class Attendance Sheet before each session. Have each Member sign/initial as proof they are in attendance. Mark Apologies (A) or non-attendees who have not sent an apology (X). This is important for the following reasons:

- a. Course members who are absent without apology for three consecutive weeks/sessions are deemed to have forfeited their place, which may then be offered to the next person on the waiting list. Before requesting removal of a person due to non-attendance, the Tutor should attempt to contact them and if applicable, also contact the next person on the waitlist to ensure they still wish to join the class. The Tutor should then contact the Course Coordinator to advise of any changes to be made. This gives new members who join throughout the year an opportunity to get into their preferred course.
  - b. Each member enrolled in the course must be marked as present to meet the terms of our Personal Accident Insurance
  - c. During emergencies
2. Each member attending your class must be enrolled in the class, must be a current paid-up financial 2020 Member.
  3. If the Class Attendance Sheet is incorrect, please contact the Course Coordinator or the Office. Do not just write in their name, they may not be enrolled. You can also print a new attendance sheet yourself, refer to the section 'U3A SP Tutors Notes for UMAS' in this document.
  4. If you notice your course has a vacancy, please contact the next person on the waitlist to check if they still wish to join the class, then advise the Course Coordinator of the name and member number of the person you wish to bring into the class.

If a member has advised that they no longer wish to attend your course, please contact the next person on your waitlist to check if they still wish to join the class. Submit the request to withdraw the member from your course. <https://forms.office.com/r/PAQTySuvJ6>

5. If your Tutor's Clipboard contains information sheets, either for you or for course members, be sure to read and communicate them, if necessary.
6. Leave the course room you use in good condition for the next occupants
  - a. Pack up furniture, draw/close the blinds/curtains and switch off the equipment, including electronic, heating, cooling, and lights.
  - b. Return borrowed items to their original location (the office or another course room)
  - c. Wash and put away cups after each session
7. **Special Security Keys** (these keys cannot be copied) for the course rooms 4 & 7 are returned to the Tutors Safe located in the office at the end of each session
8. For sessions that are held in Dromana Old Shire building, ensure that:
  - a. The course room is locked.
  - b. The office door is locked before you vacate the building.
  - c. the main building front door is closed if you are the last to leave
9. If you change your address and/or contact details, it is your responsibility to update your details on UMAS and also advise your students. If unsure how to do this, contact the office or Course Coordinator.

### **UMAS (U3A Membership Administration System)**

Tutors are encouraged to learn about U-MAS, our computerised membership system and to use it to:

- print course reports and attendance sheets
- send group messages to course members by email

Tutors should advise course changes or cancellations to the Course Coordinator by email.

A copy of the notes to assist Tutors in using UMAS is attached.

## **ENROLMENTS**

Tutors cannot enrol members into their course, only the course Coordinator or the office can enrol members who are on the waitlist. Enrolments by members can only be done online or in-person by calling into the U3A office.

Enrolments cannot be taken by phone or email request.

## **COURSE ASSISTANT**

Tutors may appoint a course assistant to help them with tasks, such as:

1. Setting up the course room
2. Collecting from and returning the Attendance Sheet to the office
3. Collecting and returning borrowed equipment to the original location
4. Recording and maintaining the Attendance Sheet (e.g., marking attendance, taking apologies, and advising office to fill vacancies)
5. Photocopying
6. Assist with your UMAS communications & records. Beforehand please request the Course Coordinator to give your Course Assistant a higher level of UMAS access as well as appropriate training.
7. A Tutor who appoints a course assistant should advise the Course Coordinator so that the assistant's name is entered in the Course Assistant Volunteer Register. A course assistant who takes over the actual running of the course, including preparation & presentation of the course curriculum may apply to the Committee for the status of Co Tutor. These decisions will be made on a case-by-case basis.

## **CANCELLING A COURSE OR A SESSION**

Inform the Course Coordinator immediately if you must cancel a course OR a session, so that the Course Coordinator can cancel the room and prevent us from being billed – thus saving us money. Also, alert all course members on your roll (either personally, or through the Office if time permits).

## **TEMPORARY VACANCY**

Courses may be designated as suitable for Temporary Vacancy the Tutor will have consented this on their course application form. Members are encouraged to report their absence online for every class that they are absent from if they are away for more than 4 sessions the Tutor can then ask the next member on the waitlist can take up this "temporary vacancy". Please remember to enter the name & member number of the member on the attendance sheet.

## **ROOM BOOKINGS**

Please note that rooms are booked on a need's basis. If you have not arranged for a room on a specific day and time, or if you cancel a course, the room will not be available for you.

## **PREREQUISITE COURSE FORMERLY KNOWN AS CLOSED COURSE**

A prerequisite course refers to a course that is not open to all members when it is released for the New Year's enrolment. Members enrolling must meet the set down prerequisites of the Course. The Course Tutor has the final say in who will be accepted. Any tutor who wishes to lead a Closed Course must submit in writing a valid reason for this to the Management Committee. The submission must be received no later than the end of September before courses for the subsequent year are finalised. This will give the Management Committee time to determine and, if possible, implement action to satisfy the needs of members on waiting lists.

## **NON-FINANCIAL MEMBERS**

Non-financial U3A members are members who have not paid their membership fees for the current year. Membership fees are to be paid at least 10 days before the commencement of the course financial members will be unfortunately deleted from the course.

## COURSE NOTES

Where applicable, the cost of the course notes should be included in the course details outlined on UMAS and will be payable to the tutor during the first session of the course. Tutors are encouraged to email Course Notes for printing at home by attendees or members may bring the downloaded notes on their tablet or phone.

## TEA AND COFFEE BREAKS

Tutors have the discretion of having tea and coffee breaks. It is the Tutor's responsibility to supply, organise and store these supplies and collect reimbursement costs from the members of the course.

## COURSE MATERIALS AND EXPENSES

Course expenses incurred for the conduct of long-term courses, not exceeding \$100.00 per annum for the current year, may be purchased by the Tutor. Purchases are to cover the cost of class materials and aids. Please consider the storage of larger purchases and be aware all items purchased remain the property of U3A SP. **Requests for expenditure exceeding \$100.00 must be approved in advance by the Management Committee before making the purchase.** The Treasurer will reimburse the Tutor provided the purchase is substantiated with appropriate invoices and receipts. See Expense Reimbursement Form (Page 17 Tutor Forms).

Arrangements need to be made with the Treasurer in advance for cheques to pay expenses for group excursions.

## SCHOOL HOLIDAYS

Courses may run over the School Holidays - this is at the discretion of the Tutor.

## DAYS WHEN U3A COURSES ARE NOT HELD

- Classes are not held on the nominated date for U3A SP AGM usually held in March. All members are expected to attend to thank the outgoing Committee and support the newly elected committee for 2020/2021
- You will be invited to join the committee and other volunteers at the Thank You lunch held annually in November. No classes will be conducted this day. Please try to attend these events so we may show you the appreciation you so rightly deserve.

## COURSES CONDUCTED AWAY FROM OLD SHIRE OFFICES BUILDING

If you conduct your course away from the Dromana Old Shire Building, arrange to print out a paper copy of your Attendance Sheet from UMAS or request a printed copy from the office. Please complete at the beginning of each session and submit a copy to the Office at least monthly for course held weekly, every 2 months for courses held twice monthly and 3 monthly for courses held every month. This will enable the Course Coordinator to collaborate with the Tutor to manage over or under-subscribed courses effectively. For short courses, submit the updated Attendance Sheet after completion of the course.

## PHOTOCOPYING

Tutors may submit to the office course documents to be photocopied. You may do your own on our office photocopier; however, all care must be taken to ensure sharp objects are removed before copying (e.g., paper clips, staples etc.). It is recommended that you arrange with the Office Manager for training on using and troubleshooting the office photocopier, especially how to clear paper jams and copying books.

If you wish to have photocopying done, please email notes to [office@u3asouthpen.org.au](mailto:office@u3asouthpen.org.au) please allow adequate time for the volunteers to do this work. Photocopies will be left in the pigeon-hole or an office location as arranged with you. There is no charge for black and white photocopying however there is a charge of 10 cents per side for coloured

photocopying. This cost should be advised before the course commences so members can bring the money on the first week to be handed into the office.

## **COPYRIGHT**

The Australian Copyright Act governs the making of photocopies or other reproductions of the copyrighted material. The Act states that copied materials are to be used for research or study and no other purpose and that the amount copied is following the copying limits laid down in the Act. The fair use limits are:

- A reasonable portion – 10% or one chapter of a published literary or dramatic work
- One article from an issue of a periodical
- More than one article from the same issue of a periodical provided they are not for different research or study

## **FURNITURE, EQUIPMENT AND FACILITIES**

U3A SP equipment taken from the office for use in courses must be signed for and returned promptly.

Any damaged or non-functional furniture, equipment, or facilities should be notified to the Secretary or the Office Manager immediately, so that the required action may be taken.

## **NEWSLETTER**

The U3A SP newsletter is usually published in February, April, July, and November and distributed by email to members.

Tutors are invited and encouraged to submit items of interest for publication to the Newsletter Editor. The deadline for copy is the 15<sup>th</sup> day of the month preceding the month of publication. Please send images as a separate file. Email: newsletters@u3asouthpen.org.au

### **WHAT'S NEW AT U3A SP?**

Published monthly online to all members to advertise all new courses and course vacancies.

## **CODE OF CONDUCT**

Good relationships and appropriate ethical and legal behaviour are essential to the proper functioning of organizations such as U3A. Our Code of Conduct can be viewed on our [website \(www.u3asouthpen.org.au\)](http://www.u3asouthpen.org.au) and expresses what our organization considers are appropriate standards for all members. This Code will be strictly enforced. Should complaints or grievances arise that require formal resolution policy and the procedure is provided (refer Conflict Resolution).

## **CONFLICT RESOLUTION**

Our Rules include a process for dealing with conflict should it become necessary. Remember, as a tutor you have the final decision as to who you have in your course. 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.

If the conflict is not immediately resolvable, please contact the Course Coordinator. It is important to do this as soon as the conflict takes place. Do not ignore it and hope it will go away.

## **U3A SP FUNCTIONS**

There will be Tutors' meetings held at the beginning and end of each year. We request that you attend these meetings as you may miss valuable information. It is also an opportunity to exchange views and discuss your courses with other members.

## **OFFICE**



Our office volunteers are there to help you, along with many other tasks. If they cannot answer your queries or concerns, they will know whom to ask. As the U3A Office is only open Tuesday & Thursdays 9.30 am – 1.00 pm it is your responsibility to ring or email your course members if a session is to be cancelled or changed.

## **MANAGEMENT COMMITTEE**

A Management Committee elected by the members runs U3A SP. All members of the Management Committee are volunteers and take on various roles to ensure U3A SP is managed efficiently. Elections for the Management Committee take place each year at the AGM (usually in March). The current members of the Management Committee are listed on our [website](http://www.u3asouthpen.org.au) (www.u3asouthpen.org.au).

## **HEALTH AND SAFETY GUIDELINES**

### **Duty of Care**

We have a duty of care to do all that we reasonably can to avoid harm to U3A SP volunteers and members and the public.

Tutors, particularly those who take Health and Fitness courses, are advised to caution members from time to time that they are responsible for their level of participation in any exercise or activity. Hence, they:

- Should do so according to their estimation of their capability
- Are participating at their own risk
- Might have to avoid some movements or exercises
- 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 will be made to 000 for emergency assistance unless the member concerned indicates otherwise
- Should wear their Name Tag (with Emergency Contact) to every session

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

### **Medical Emergency**

Medical emergencies can be frightening and stressful. Knowing what to do in an emergency can help you deal with the situation. For many medical emergencies, time is of the essence, and delays in treatment can often lead to more consequences that are serious.

If anyone appears in need of urgent medical assistance, dial 000.

A first aid kit is in the office and defibrillators are located in the Dromana Community Centre and the Old Shire Office at Dromana.

Advise U3A Secretary or Office Manager as soon as possible of the incident.

Refer to the guidelines in recognising a medical emergency, further into this document.

### **Other Emergencies**

In the event of a fire or gas leak, immediately evacuate the building and dial 000. Follow the advice given. The Tutor is expected to be the last to leave and to check that everyone is accounted for.

Advise U3A Secretary or Office Manager as soon as possible of the incident.

### **Safety**

Please be aware of any potentially dangerous or unsafe situations or equipment and report these immediately to the Secretary or Office Manager.

## **Insurance**

At U3A–SP we have two Insurance Policies:

1. Volunteers, including Office Staff, Tutors, Course Assistants and Committee Members are covered by a U3A wide policy, whilst they are acting in their official capacity.
2. All Members of U3A SP are covered for an injury sustained whilst undertaking activities organised by U3A SP, including travel to and from such activities. This cover would apply to any Volunteer, whilst they were attending a U3A SP activity, but not in their Volunteering capacity e.g., in another Tutor's class. The cover has some age-related and pre-existing condition restrictions.

As a Tutor, if you know you are going to be absent from your course and another member, or outsider, is going to be an 'Acting Tutor' while you are away, notifying the Course Coordinator so that the name of the substitute can be noted for those weeks.

Excursions and weeks away should be advised to the Course Coordinator in writing. Our Volunteer Insurance does not cover interstate excursions, but our member insurance does, if the trip is authorised by U3A SP, so make sure the paperwork is lodged before the trip.

A PDF of the Member Insurance Policy is available on the [Chubb.com/au](http://Chubb.com/au) website under Business, By Product Type (Accident and Health), Voluntary Workers Insurance, and Content Download (PDS). Our Volunteer Policy is available at the Office.

## **Accidents or Incidents Reporting**

Tutors are required to promptly report any incident or accident which occurs at any course to the U3A SP Office where the Accident and Incident Record Book is held. In the case of an accident to a Tutor or Volunteer, the Accident, or Incident Notification Form (attached towards the end of this document) is to be completed by the relevant tutor and emailed to the Secretary and copied to the Course Coordinator, as soon as possible after the event. Once the completed form is lodged, the Secretary will enter details into the Accident and Incident Record Book. For any accident to a member, please apply to the office or Course Coordinator for the relevant form.

## **Code Red Fire Danger**

Following the declaration by the Victorian CFA of a Code Red Fire Danger Rating in the Central District (Melbourne, Geelong, and surrounding areas), all U3A SP courses and activities will be cancelled automatically, without notice, in all locations until the emergency has ceased.

Updated information regarding emergencies is available on the [CFA website](http://cfa.vic.gov.au) ([cfa.vic.gov.au](http://cfa.vic.gov.au)), on local ABC 774 and commercial radio stations, on Sky News TV and the Victorian Bushfire Information line (1800 240 667).

This is different from the normal **TOTAL FIRE BAN DAY**.

## **INTELLECTUAL PROPERTY**

U3A SP acknowledges that the copyright in teaching materials developed by tutors is the property of the creator.

Others may only use these materials for the benefit of our members with the prior permission of the creator.

## **PRIVACY**

U3A SP must comply with privacy legislation and respect the personal information of individual members. Tutors are advised that any details of members may only be used for U3A SP purposes. You must not release or permit the release of this information without the consent of the member involved except in an emergency. The U3A SP Privacy policy is available on our [website](http://www.u3asouthpen.org.au) ([www.u3asouthpen.org.au](http://www.u3asouthpen.org.au)).

## **TAKING PHOTOGRAPHS OF COURSE MEMBERS**

It is recommended that whenever a photograph is about to be taken of your course members, verbal permission is sought at the time with an explanation of its purpose.

## **DEATH OF A MEMBER**

On hearing of the death of a member, please advise the Office Manager so that our membership records can be updated.

**POSITION DESCRIPTION**

A concise summary of the Tutors/Leaders Handbook outlining responsibilities of being a U3A Tutor/Leader – will be forwarded for you.

# U3A-SP Policy – COVID-19

## Introduction

U3A Southern Peninsula is a voluntary not for profit organisation. Its members are retired or semi-retired and aged 50 plus. U3A Southern Peninsula can function because of the volunteer tutors and organizers.

## Purpose

The purpose of this policy is to set out the rules relating to COVID-19 that fall within the Terms and Conditions of being a member of U3A Southern Peninsula.

## Policy Statement

U3A Southern Peninsula complies with all Government and venue provider regulations regarding COVID-19 attendance in courses and activities, particularly about vaccination status.

## Rules

U3A Southern Peninsula has developed rules to sit within our COVID-19 policy statement. These rules will be updated as Government regulations are updated.

1. Based on the Victorian roadmap, future face-to-face classes may be held in accordance with State and Local Government restrictions. Zoom classes can continue throughout without restrictions.
2. The various conditions included in the roadmap have effectively been decided by the Victorian Government, Mornington Peninsula Council, and other venue operators. Anyone who does not wish to abide by the restrictions will not be permitted to attend face-to-face classes.
3. In line with Government requirements, all individuals will need to prove that they are fully vaccinated before attending classes (i.e., it will not be sufficient for them simply to say that they are vaccinated). This can only be achieved by showing their COVID-19 digital certificate.
4. Vaccination status needs to be shown to each Tutor/Leader before participating in the first face to face activity.
5. Alternatively, the status may also be provided to the Course Coordinator or office volunteers by contacting them and they will assist the member. Tutors will be advised of a member's vaccination confirmation.
6. Confirmation of a member's vaccination status will be stored in the membership database. No electronic or hard copy versions of a member's certificate will be retained.

## Responsibilities

All members, including Tutors, registered to hold face-to-face classes must follow the above rules as per the Rules of Association of U3A Southern Peninsula.

The Secretary will ensure that the UMAS database is maintained with the required data.

## Authorization

This Policy was adopted by the Committee of Management of U3A Southern Peninsula and minuted as such on October 26<sup>th</sup>, 2021.

## Covid- 19 Policy Review

This Policy will be reviewed if circumstances change.

## COMMITTEE AND VOLUNTEERS 2021/22

### CONTACT DETAILS

U3A Southern Peninsula 359A Pt Nepean Road Dromana 3936

PO Box 396 Dromana 3936

Website [www.u3asouthpen.org.au](http://www.u3asouthpen.org.au)

Office Opening Hours (*note: phone messages and email are only addressed during office hours*)

Tuesday and Thursday 9.00am – 12.00pm

Phone 5981-8777 Email: [office@u3asouthpen.org.au](mailto:office@u3asouthpen.org.au)

Secretary: [secretary@u3asouthpen.org.au](mailto:secretary@u3asouthpen.org.au)

Treasurer: [treasurer@u3asouthpen.org.au](mailto:treasurer@u3asouthpen.org.au)

Course Coordinator: [courses@u3asouthpen.org.au](mailto:courses@u3asouthpen.org.au)

Member Coordinator: [members@u3asouthpen.org.au](mailto:members@u3asouthpen.org.au)

Newsletter Editor [newsletter@u3asouthpen.org.au](mailto:newsletter@u3asouthpen.org.au)

### IMPORTANT DATES FOR 2022

Committee Meetings are held on the 3<sup>rd</sup> Tuesday of each month

#### U3A classes are not held on these Public Holidays in 2022

26 <sup>th</sup> January 2022	Australia Day	14 <sup>th</sup> March 2022	Labour Day
15 <sup>th</sup> April 2022	Good Friday	18 <sup>th</sup> April 2022	Easter Monday
26 <sup>th</sup> April 2022	Anzac Day	13 <sup>th</sup> June 2022	Queen's Birthday
TBA	Grand Final Holiday	1 <sup>st</sup> November 2022	Cup Day

#### School Holidays 2022

First Term	Monday 11 <sup>th</sup> April 2022	Friday 22 <sup>nd</sup> April 2022
Second Term	Monday 26 <sup>th</sup> June 2022	Friday 11 <sup>th</sup> July 2022
Third Term	Monday 17 <sup>th</sup> September 2022	Friday 2 <sup>nd</sup> October 2022

# UMAS -U3A Membership Administration System

## Tutors/Leaders Guide

### What does UMAS allow Tutor/Leaders to do:

In the **View Courses** section, you can check details of your course/activity and advise the Course Coordinator if amendments/corrections need to be made.

In the **Reports** section you can see who has **enrolled** in your course, who is on a **waitlist** and who is **INACTIVE** (i.e., has not paid their subscription and **therefore NOT INSURED**). You can also print out an **Attendance list** and get a list of Member Absences.

As a Tutor, **you cannot enrol a member in your course**. This **must be done** by the Member either **online** or in-person by calling into the U3A Office.

Tutor/Leaders do not have the UMAS access to delete members from their courses or report a member's absence. To request withdrawal of a member please complete the form below:

<https://forms.office.com/r/PAQTySuvJ6>

Go to [www.u3asouthpen.org.au](http://www.u3asouthpen.org.au) and from the **MEMBERS TAB** at the top of the page select Tutor/Admin Log-In.

(Do not log-in as a member you will not be able to access your UMAS level of access as a Tutor/Leader.)

Home	
Report Absence	
View Member Details	
Edit Member Details	
View or select Courses	
Reports	You should check the details for accuracy and report any mistakes or corrections to the Course Coordinator by email <a href="mailto:courses@u3asouthpen.org.au">courses@u3asouthpen.org.au</a>
Send Emails	List Enrolments, List Absences & Attendance List
Contact Us	Send Emails to Members of your Course or Activity
Return to Website	
Logout	

## View or Select Courses

### Course Details

Course Code: **21HEX007** Print  
Description: **Social Table Tennis**  
Frequency: **Wkly**  
Tutor/Leader: **Vince Maniscalchi**  
Tutor 2: **None**  
Type: **Long Course**  
Location: **RYESH**  
Start Date: **08/04/2021 Thu**  
Finish Date: **09/12/2021**  
Start Time: **13:30**  
Finish Time: **15:30**  
Maximum enrolments: **16**  
Number Enrolled: **15**  
Comments: 

Players of all standards are welcome to join in our afternoons of doubles or singles games. It is held at Rye Seniors Citizens Hall, Cnr Napier and Nelson Streets Rye.

Please wear suitable footwear and provide your own bat OR if you don't have a bat, there are bats available at the club.

Leader: Vince

Additional Comments and Prerequisite: 

Members are welcome to join the course after it has started.

Members on the wait-list can join when a temporary vacancy becomes available.

## Reports

### List Enrolments

Use the drop-down box to choose your course (tick to include wait-listed) & choose a sort order.

### Absence Management

List Members who have reported their absence

### Attendance List

Use the drop-down box to choose your course (tick to include wait-listed) & choose a sort order.

Select the Course Dates

The screenshot shows a web interface with a navigation bar at the top containing tabs for Members, Subscriptions, Courses, Enrolments (active), Office Volunteers, Financials, and Admin. Below the navigation bar are three main sections:

- Enrolments:** Includes a dropdown for 'Choose a Course' (set to 'Please Select'), checkboxes for 'Include Wait Listed', 'Show Address', 'Show Emergency contact', and 'Email the Tutor/Leader'. A 'Choose a sort order' dropdown is set to 'Status + Date enrolled'. A green 'List Enrolments' button is at the bottom.
- Absence Management:** Features 'Select an Absence Start Date' (10/08/2021) and 'Finish Date' (10/08/2021). It has a 'One member only' dropdown set to 'Optional' and a 'Member number' input field. A 'Choose a sort order' dropdown is set to 'Course code'. A checkbox 'Include Only absent dates, not course dates?' is checked. A green 'List Absences' button is at the bottom.
- Attendance:** Includes a 'Choose a Course' dropdown (set to 'Please Select'), 'Select Course Dates between' fields (dd/mm/yyyy and and; dd/mm/yyyy), and a 'Choose a sort order' dropdown (set to 'Please Select'). It has checkboxes for 'Email the Tutor/Leader', 'Create a PDF', and 'Extra horizontal lines on list'. A 'Match up columns with dates?' checkbox is checked. A green 'Attendance list' button is at the bottom. A note at the very bottom states: 'Creating a PDF will generate a new page with the PDF downloaded or open, depending on browser settings. This is used when the spam settings do not allow a wide email body to be sent. Popups must be allowed. This PDF can be attached to your emailer and sent.'

## Send Emails

In the **Send Emails** section, you can send emails to Members enrolled in your course/activity. (Please read the section on sending emails carefully. Members who reply to emails sent by the system may **not** receive a reply in time if you do not put your email address in the Reply To section.)

Note that not all U3A members use email – the generic email [u3asouthpen@gmail.com](mailto:u3asouthpen@gmail.com) will be assigned to these members. They will not receive any email addressed to this email address so **those without an email address will not get your advice** and you may have to **phone** them.

- Enter **your email address** in the first 'Reply To' box (otherwise, replies will go to the office and may not be forwarded to you for several days).
- **Type** in the **Subject** and **your message**.
- **Select your course**, by clicking on the arrow next to Please Select below

Choose a Course: Please Select

- By clicking on the **Choose file** button you can include an attachment.
- Click on **Send Enrolment Emails** **NB: emails are sent at the rate of 6 per minute so please be patient.**

Ernie de Vlieger can only see their own Courses

### Send Emails

Members Subscriptions **Enrolments** Office Volunteers Cash Receipts Emails sent MailChimp


#### Email Members with Enrolments

This process will send an email with the details from the Subject and Body

my email address@ bigpond.com Optional. Replace for a different Reply To address:

CC email address: Use semi-colon to separate email addresses. Optional. CC Field

Our Activities for February Subject



Hi all  
Blah Blah Blah  
chers  
Ernie

body

Email automatically saved when sent. The Email will be sent from office@u3asouthpen.org.au.

Restore previous email: Please Select

No file chosen

Choose a Course: Please Select

Include Wait Listed:  Send only to Wait Listed:  Include inactive:  Email the Tutor/Leader:

Cheers from Ernie de Vlieger and Dennis Wright

Systems Administrators U3ASP

10/8/2021



## GUIDELINES IN RECOGNISING A MEDICAL EMERGENCY

The following guidelines are adapted from advice on the government website [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

### Warning Signs and Symptoms

- Difficulty breathing, shortness of breath
- Chest or upper abdominal pain or pressure lasting two minutes or more
- Fainting, sudden dizziness, weakness
- Changes in vision
- Difficulty speaking
- Confusion or changes in mental status, unusual behaviour, difficulty waking
- Any sudden or severe pain
- Uncontrolled bleeding
- Severe or persistent vomiting or diarrhoea
- Coughing or vomiting blood
- Sudden numbness or paralysis of the face, arm, or leg
- Unusual abdominal pain

Place a semiconscious or unconscious person in the recovery position until the ambulance arrives. Putting someone in the recovery position will keep his or her airway clear and open. It also ensures that any vomit or fluid will not cause them to choke.

### When You Call for Ambulance (000), Remember

- Speak calmly and clearly, do not shout
- Tell the operator that you need an ambulance
- Give the name, street address (the nearest street corner, if necessary), phone number, and location of the person in need (e.g., Old Shire Office Dromana Room 4)
- Describe the nature of the problem, number of people involved, age and gender
- Do not hang up until the operator tells you to. The operator may need more information
- Keep answering their questions, as this will help prepare the paramedics while they are on their way
- Listen carefully to the operator and follow any instructions they give
- If possible, have another person wait outside to flag down the ambulance. Make sure the ambulance can access the building.

# INCIDENT NOTIFICATION FORM FOR TUTORS & VOLUNTEERS

## Incident Notification Form



### Important

- Fully complete this form, where applicable, to ensure prompt attention.
- If there is not enough space for your answer in any section, please write the details on a separate sheet of paper.
- This form to be completed and emailed to: [claims@vmia.vic.gov.au](mailto:claims@vmia.vic.gov.au)

### Insured's details

Organisation Name:

Contact Person:

Address:

Telephone:

Fax:

Email:

### Incident details

Incident date:

Incident location:

#### Type of incident:

- |                                                          |                                                                           |
|----------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> Property damage                 | <input type="checkbox"/> Personal accident                                |
| <input type="checkbox"/> Lost / stolen property          | <input type="checkbox"/> Contract works claim                             |
| <input type="checkbox"/> Employment issue                | <input type="checkbox"/> Motor vehicle claim                              |
| <input type="checkbox"/> Injury to member of public      | <input type="checkbox"/> Travel claim                                     |
| <input type="checkbox"/> Injury to volunteers            | <input type="checkbox"/> Fraud / misappropriation of funds                |
| <input type="checkbox"/> Medical indemnity claim         | <input type="checkbox"/> Professional indemnity/director & officers claim |
| <input type="checkbox"/> Other (please specify if known) |                                                                           |

Description of incident:

[www.vmia.vic.gov.au](http://www.vmia.vic.gov.au)

Victorian Managed Insurance Authority  
ABN 39 682 497 841  
Level 10, 161 Collins Street, Melbourne Victoria 3000  
PO Box 18409, Collins Street East Victoria 8003  
P: 03 9270 6900 F: 03 9270 6949



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### Third party details (if relevant)

Third party name:

Gender: Male  Female

Age:  DOB:  /  /  (if known)

### Declaration

I declare that to the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information.

I consent to the VMIA using personal information I have provided on this form for the purpose of assessing any future claims that may arise in relation to this notification. However, I understand that if I choose not to provide the required details, this is my choice and that the VMIA may not be able to assess any future claims.

I consent to the VMIA disclosing personal information to other insurers or as required by law. I consent to the VMIA also disclosing personal information to and/or collecting additional information from investigators, legal advisers, medical advisers or other advisers whom the VMIA may engage to assist in processing any future claims. Where I have provided information about another individual (e.g. an employee or client) I declare that the individual has been made aware of the reason for the disclosure of their personal details to the VMIA and of the contents of the VMIA's Privacy Policy.

Name: \_\_\_\_\_

Signature: .....

Date:  /  /

## Tutor Forms

All forms can be opened and completed on your phone, tablet, or PC.

- Tutors return notification

<https://forms.office.com/r/UhVwNdJsbV>

- New Course Application

<https://forms.office.com/r/vZbK8KhjpE>

- Invitation to renew course/activity 2022

<https://forms.office.com/r/FQWfNeZkVu>

- Tutor request to withdraw member from their course.

<https://forms.office.com/r/PAQTySuvJ6>

- Expense Reimbursement Form

<https://forms.office.com/r/hA7qgca6u0>