



Position Description – Tutor/Leader U3A Southern Peninsula

Tutors/Leaders and Course Assistants Handbook is available on the U3A website under the “About us” tab we ask that you be conversant with this book that holds valuable information being a Tutor/Leader for U3A SP.

WELCOME AND REMINDER TO COURSE MEMBERS

The tutor is responsible for contacting their members via mail, email or phone to welcome members to their activity with a reminder of the course description, prerequisites and any equipment or materials that they may require and hold an orientation before the commencement of that activity pointing out safety features, location of toilets etc and their responsibility concerning attendance, putting in an apology if they cannot attend and assisting you the Tutor when required.

ROLE AND GENERAL RESPONSIBILITIES OF A TUTOR

- You are expected to be enthusiastic, reliable, 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 Course Coordinator.
- 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 are located.
- 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 the 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 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.

4. 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. Then advise the Course Coordinator of the name and member numbers of the person to be removed, as well as the person to join from the waitlist.

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.

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.

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.

DATA PRIVACY & SECURITY

U3A-SP must comply with OVIC 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. Volunteers 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 \(www.u3asouthpen.org.au\)](http://www.u3asouthpen.org.au). Any digital or written paperwork relating to course attendees or attendance sheets must be kept confidential and disposed of securely. (A shredder is available for use in the U3A Office)

A reminder that being a U3A Tutor/Leader is a volunteer position and it is against U3A policy to use your connection to U3A to promote your interest in a business or any other business interest.