



U3A Rockhampton and District Inc.

ABN 83 907 668 103

GUIDELINES FOR TUTORS

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INTRODUCTION

Thank you for offering your time and expertise to be a tutor for U3A Rockhampton and District Inc. Your input is invaluable to the ongoing success of the association and is very much appreciated.

In this guide the terms “U3A”, “U3A Rockhampton”, and “the association” should be interpreted to mean U3A Rockhampton and District Inc.

U3A activities are intended to be enjoyable for tutors as well as participants. The following pages provide some information that you may find helpful. If you have any concerns, please contact the Activities Coordinator of U3A Rockhampton and District Inc. or any member of the management committee.

U3A Rockhampton and District Inc. endeavours to provide the members with both the stimulus of mental and physical activity and the satisfaction of a continuing contribution to society. It offers the joy of learning for the sake of learning, unrestricted by the requirements of vocation or the desire for qualifications, and it will do so, principally, by drawing upon the extensive life experience, skills and energies of the members.

U3A Rockhampton and District Inc. provides programmes of educational and stimulating learning activities for mature aged persons within the Rockhampton District in a learning environment which is friendly and supportive and free from discrimination on the grounds of colour, race, creed, gender or disability, ensuring at all times it is non-sectarian and non-political. Learning is pursued without reference to entry criteria, qualifications, assessments or awards.

These objects could not be achieved without those members of U3A Rockhampton and District Inc. who freely give their time and expertise to act as ‘tutors’ for the association’s activities.

TUTORS

What is a ‘Tutor’?

The term ‘tutor’ applies to anyone who manages a U3A Rockhampton and District Inc. group in any of the numerous activities. A tutor may offer tuition, or his/her role may be to lead or facilitate participants in a group activity. The concept of ‘self-help’ groups, where participants all contribute to the learning, is well established within U3A Rockhampton and District Inc. However, someone needs to agree to be the designated ‘tutor’ for the activity. Whatever you wish to call your role, for the purposes of these guidelines, you will be referred to as ‘tutor’.

U3A Rockhampton and District Inc. likes to give its tutors the freedom to operate with as much autonomy as possible within the association’s policies and procedures and relevant Queensland and Federal legislation.

These guidelines are written to assist tutors to conduct or lead activities.

For insurance purposes, all U3A Rockhampton and District Inc. tutors and participants in activities are required to be members of the association.

Role of the tutor

Tutors need to:

- design their activity, taking account of the principles of adult learning
- develop or organise appropriate resources for the activity
- set any fees for the activity
- if necessary, assess members for the activity especially if physical activity is involved.

Responsibilities of tutors

Tutors have responsibility to:

- be reliable, accountable and committed
- undertake the agreed activity responsibly and ethically
- respect confidentiality
- request support from participants and the association when it is needed
- value and support other volunteers
- ensure they are fully aware of all issues concerning Health and Safety and in particular, evacuation and emergency procedures
- attend training for Risk Assessment and Accident/Incident Investigation when scheduled
- attend scheduled First Aid and Resuscitation training if they are a First Aid Responder to ensure currency
- ensure that:
 - they are familiar with and observe the U3A Rockhampton and District Inc. risk management procedures
 - they notify the Health and Safety Officer of any near misses, hazards or incidences and commence an investigation immediately
- know the relevant policies such as code of conduct, copyright, and grievance procedures
- ensure the folder for the activity includes attendance sheets, risk assessment forms, accident and incident reports, witness statements, current membership application forms (out-of-date forms should not be used).

Tutor Responsibility at the activity

- Complete a Risk Assessment for the activity and forward to the Vice President of U3A Rockhampton and District Inc. for review by the committee to ensure hazards are correctly identified and corrective actions are robust. The Risk Assessment hazards and corrective actions must be communicated to all participants at the start

of every meeting. A new Risk Assessment must be completed for any change of venue or change in conditions at existing venue

- Call Triple Zero (**000**) for all emergencies. You could be required to call an ambulance where there is, but not limited to, the suspicion of a heart attack, stroke, unexplained fainting, serious injuries, severe pain or trauma or severe blood loss. In the case of illness, the ill member should advise how they wish to be assisted
- Should an incident occur, an Incident Investigation shall be undertaken immediately. See section on Risk Management for further details
- Arrange for equipment and room set up prior to the commencement of the activity. You can choose to do this yourself or arrange for members of your group to do it
- Ascertain the location of first aid kits (if available), toilets, emergency exits and muster points and convey this information to all participants. If an evacuation occurs, check the attendance list to ensure everyone is safe
- Advise participants of any expenses that the activity will entail, such as photocopying
- Ensure the attendance record is signed by all participants
- Ensure that **ONLY** U3A Rockhampton and District Inc. members attend. If you need help in managing the problem with ineligible participants, please contact the Activities Coordinator. It is acceptable for a participant to be a “guest” on one occasion prior to officially joining the activity
- If participants agree, compile a list of next of kin and their phone numbers for participants to be kept by the tutor, separate from the attendance sheet. To satisfy the requirements of the Privacy Act, this list should not be made available to anyone else
- Wear your name badge and advise participants to do the same so you and other participants know each other by name
- Advise participants to turn off mobile phones or put on silent. In an emergency calls can be taken outside
- Establish good rules for participation, allowing only one person to speak at a time. Tutors have a responsibility to ensure that all participants have the opportunity to express an opinion or viewpoint – within reason. No group member should be permitted to dominate discussions
- Obtain the approval of participants before taking photos
- Disruptive participants are not welcome in any course. If you have any concerns, please contact the Activities Coordinator
- Ensure that at the conclusion of your activity that the venue is left in a neat and tidy condition and furniture returned to its original position
- Lock and secure all doors and windows if an activity is not immediately following yours.

Rights of tutors

Tutors have a right to:

- a healthy and safe work environment
- consultation and information on matters that directly and indirectly affect them as a tutor
- access to grievance procedures, if necessary.

Tutor absences

Tutors should take responsibility for notifying activity members if an activity is to be cancelled. If the absence is prolonged, then options include:

- activity members engaging in temporary self-help, or
- a temporary tutor being found.

OUTSIDE SPEAKERS, INSTRUCTORS

Membership of outside Speakers, Instructors and Trainers

People may be invited as instructors, speakers or trainers for U3A Rockhampton and District Inc. activities without becoming financial members. This allows our tutors to source outside individuals to address the activity group. However, they must complete an application to become an affiliate member for the current calendar year.

ACTIVITIES

Guidelines for Acceptable Types of Activities

- No activity should be used to advertise goods or services in which a tutor or a member has any financial interest.
- Where religion is involved in the subject-matter of a course, the only acceptable treatment is through comparative religion. There should be no courses that advocate a particular religion or ideology and there should be no proselytising.
- The only courses dealing with health or nutrition that can be accepted are those run by people with recognised formal qualifications in those fields.
- Courses on alternative or controversial subjects should be examined by the management committee for approval before being allowed.

Any tutor who, in the opinion of the management committee, causes concern with content of any activity will be required to submit a plan setting out the subject to be taught and how contentious issues will be addressed. This should go to the management committee for consideration and approval

Activities Expo and Sign on Day

In February each year U3A Rockhampton holds an Activities Expo and Sign on Day which tutors are encouraged to attend to promote their activity and to enable members to enrol for activities for the year. Activities are listed in the Activities List available at every monthly general meeting and on the U3A Rockhampton and District Inc. website.

New Activities

New activities may be introduced throughout the year if there are sufficient members

interested in an activity and there is a suitable person willing to act as tutor.

Capital Expenditure

Requests for items of a capital nature required for activities can be forwarded to the management committee. Grants may be available from external agencies to help with purchase of equipment. Normal consumable items should be purchased by participants.

DEALING WITH PEOPLE WITH A DISABILITY

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.

Some of the participants may have vision or hearing problems and consideration needs to be given in the seating arrangements.

If a person is assigned a carer, the carer must stay with that person and be covered by their own PL insurance.

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 –

- Speak clearly
- Ensure the person is seated close to the speaker

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.

Ensure that the walking aids are not located where they will create obstacles to or hazards for other members.

CONFLICT RESOLUTION

Tutors give their time freely and are not expected to cope with difficult people. Should a

situation arise where conflict is not immediately resolvable, the tutor should contact the Activities Coordinator who may refer the matter to the management committee.

Refer to Grievance Policy and Procedure Pages 10 and 11.

INSURANCE

U3A Rockhampton and District Inc. has four insurance policies:

- General Property
- Management Liability
- Public/Products Liability
- Voluntary Workers

Voluntary Workers insurance applies to members attending U3A meetings, or engaged in activities authorised by U3A, and to persons engaged in voluntary work authorised by and under control of U3A, including direct uninterrupted travel to and from such meetings, activities and voluntary work.

It is imperative that any person attending a meeting or an activity run by U3A Rockhampton and District Inc. sign the Attendance Sheet. This includes the tutor, members, guest speaker and any other authorised visitors. The Attendance Sheet would be required for proof of attendance should a claim be made.

Should the owner or manager of a venue require evidence of U3A Rockhampton and District Inc.'s insurance, in the form of a Certificate of Currency, this can be obtained from the secretary.

All attendance sheets are to be forwarded to the assistant secretary for filing in the document database. This is a requirement in the event of an insurance claim.

RISK MANAGEMENT

Tutors should:

- Ensure risk assessment and incident investigation training is attended when it is scheduled
- Complete a Risk Assessment for your activity and communicate the risks and corrective actions with your group at the start of every meeting. A new Risk Assessment must be completed for any change of venue or change in conditions at existing venue. If you require assistance in completing a Risk Assessment, contact the Activity Coordinator or Vice President for assistance
- Ensure a copy of any completed risk assessment is sent to the Vice President for review and approval and for filing in the document database by the Assistant Secretary
- In the case of a near miss, incident or accident, commence investigation in accordance with training and immediately notify the owner of the building and the Vice President who has the responsibility for U3A Rockhampton and District Inc.'s health and safety. A copy of the investigation must be forwarded to the Vice

President for a review by the committee and for filing in the document database by the Assistant Secretary.

Tutors 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.

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
- should wear their name tag at every class.

ANTI-DISCRIMINATION LEGISLATION

Tutors are reminded that Australia has a number of laws relating to anti-discrimination.

These include:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Tutors should remain aware of this legislation when distributing material for an activity, or making or allowing offensive statements during discussions.

U3A Rockhampton and District Inc. will not countenance any intended or unintended group activity which expressly or implicitly includes racial, religious, sexual vilification or bias which impedes the equal opportunity rights of people.

Tutors must not use U3A Rockhampton and District Inc. for the purpose of promoting or recruiting for religious, political or similar purposes.

COPYRIGHT

All materials required for activities will be subject to the normal copyright restrictions. Please ensure you are aware of and comply with normal copyright restrictions. Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in the work. It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

U3A Rockhampton and District Inc. has a OneMusic licence for music and a CAL licence

(through U3A Network Qld) for written works, text and images.

CODE OF CONDUCT

A copy of U3A Rockhampton and District Inc.'s Code of Conduct will be given to tutors at risk assessment and incident investigation training.

GRIEVANCE POLICY & PROCEDURE

Preamble

This policy statement is underpinned by the preceding U3A Rockhampton Code of Conduct which applies to all members. The grievance procedure outlined in this document seeks to provide a mechanism to deal with issues that may arise regarding the activities or operations of the association, internally and in relation to other bodies, especially those matters arising from non-observance of the Code of Conduct.

Complaints and grievance issues

Issues that may arise could involve:

1. Room bookings, room and equipment usage
2. Issues between a tutor and a class member
3. Volunteer and operational matters
4. Enrolments and event bookings
5. Matters related to the organisation of and participation in events
6. Any other dissatisfaction a member may have about their dealings with U3A Rockhampton.

Policy Statement

1. This grievance procedure aims to achieve conciliation and the resolution of complaints quickly, with fairness, care and understanding. Confidentiality of all parties will be preserved; only those people with a specific role in this procedure will be involved.
2. There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves, and in consultation with the president. If the issue is then not resolved, the parties may request a formal grievance process.
3. Any matters of grievance concerning the activities, tutors, volunteers or members (including the management committee) of U3A Rockhampton should be addressed within ten working days.

Formal Grievance Procedure

1. A formal written complaint should be made by a member or other party by letter or email, directed to the Secretary, Management Committee, U3A Rockhampton.
2. The secretary may nominate a member of U3A Rockhampton to be the grievance officer.
3. A meeting will be organised between the grievance officer and the person(s) alleging the grievance to ascertain facts/views, in an attempt to find common ground and a resolution.
4. If no resolution is reached, the grievance officer may refer to the

management committee for a decision. The committee's decision is final.

5. Individual written grievance reports from the above meeting will be presented to the management committee and treated as confidential.

6. If the grievance is of a criminal nature, it will be forwarded immediately to the relevant authorities.

7. The secretary will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve the grievance or concern, and the outcomes of these actions.