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U3A Townsville



UNIVERSITY OF THE THIRD AGE

# **U3A Townsville Inc.**

# **Tutor's Handbook**

**JUNE 2026**

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### **Overview**

Please use this Handbook as a guide. The information contained herein is from a variety of sources, ideas built up over years of experience, requirements under law, and suggested methods to facilitate the smooth running of a class/group. U3A Townsville Inc. (hereafter referred to as “U3A TSV”) is an organisation of volunteers with diverse backgrounds and this knowledge should be utilised to make our lives richer. If there are ideas that we can embrace to improve our organisation we need to hear about them, so please feel free to make suggestions.

The term ‘Tutor’ is used in many U3A organisations worldwide to indicate the person responsible for a U3A class or group. At U3A Townsville, the term ‘Tutor’ is used broadly encompassing a variety of learning environments and is meant to refer to a person who instructs; the term ‘Coordinator’ is used to refer to a person who organises classes and/or groups, but who does not provide instruction or tuition. Throughout this Handbook, the term ‘Tutor’ will be used when referring to both. The Class Coordinator is the person responsible for the overall management and administration of all classes.

U3A Townsville likes to give its Tutors the freedom to operate with as much autonomy as possible, within the organisation’s guidelines and incorporated rules and Bylaws while meeting all legislative requirements.

### **Aims**

The overall aim of U3A TSV is to provide its members with both the stimulus of mental / physical activity, social connection, and the satisfaction of a continuing contribution to society. Membership enables members to take up new interests and to extend old ones. Engagement will open new horizons – 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 members. U3A TSV is part of a global community of knowledge seekers catering primarily for people in the Third Age of their lives.

### **Management Committee**

U3A Townsville Inc. is run by a Management Committee which is elected by, and from, the membership of U3A. All members of the Management Committee are volunteers.

### **Legislative Requirements**

It is important to adhere to the requirements of the relevant Commonwealth and State legislation and any funding agreements during a Tutor’s engagement with members. Legislation includes but is not limited to

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[Australian discrimination laws](#), [Human Rights Act 2019 \(Queensland\)](#), and [Work Health and Safety Act 2011](#).

### **Constitution**

U3A Townsville Inc. is an incorporated association with registered incorporated rules as required by the Department of Fair Trading. A copy of the [Constitution](#) is available on the website.

### **Insurance**

U3A Townsville Inc. is a participant in the U3A Network – Queensland Inc. insurance scheme. This comprises of three policies:

1. Public Liability – coverage to \$20,000,000 any one Occurrence.
2. Association Liability – Limit of Indemnity \$5,000,000.
3. Volunteers Personal Accident – Aggregate Limit of Liability \$1,000,000. Age limit 95 years.

### **Reporting Process**

The reporting process for Tutors, if assistance is required, is to contact the Class Coordinator or the Magnetic Island Class Coordinator. If the Class Coordinator is unable to resolve the issue, it can then be referred up to the Management Committee.

The Class Coordinator and the Magnetic Island Class Coordinator do not work from the U3A Office.

### **Tutor's Membership Requirements**

A Tutor does not necessarily have to be a financial member of U3A Townsville, but if they wish to attend any other sanctioned U3A Townsville class, they must become a financial member of U3A Townsville to do so.

### **Process (Steps) for Establishing a New Class/Group**

1. Prospective Tutors should contact the Class Coordinator as the first step. Or if a new class is requested by members, the Class Coordinator will endeavour to source a prospective Tutor. The prospective Tutor will complete the New Class Proposal – Form 1 and return it to the Class Coordinator. The New Class Proposal – Form 1 is available from the Class Coordinator.
2. A meeting between the Tutor and the Class Coordinator will be arranged to further discuss the proposal. Venues, dates and times are to be discussed.
3. The Class Coordinator is to prepare a Notification of New Class – Form 2, which will be presented to the President for approval.

4. If the course is deemed suitable, the Tutor will be advised of the decision and members will be advised through a variety of mediums – bulk email to members, U3A website, Facebook and other means as deemed appropriate.
5. U3A members should then register their interest with the Class Coordinator or the Office. Their details will then be forwarded to the relevant Tutor for establishment in the new class.

### **Guidelines for Setting up a New Class/Group**

**Costs and Fees:** Tutors may not make any personal profit from their classes. Under By-Law 5 all classes are to be financially self-supporting. Where there is a charge for hire of a venue, Tutors may charge students a small fee to cover this cost. Tutors are responsible for attending to payment of a venue. A copy of the [By-Laws](#) is available on the website.

**Venues:** Tutors may source a venue themselves, but assistance in finding a suitable venue is available from the Class Coordinator. Ask for the location of First Aid Kits, Evacuation Plans, Emergency Contact Details, and Emergency Assembly Points.

Some venue managers require evidence of Public Liability Insurance in the form of a Certificate of Currency. This can be obtained from the Treasurer.

**Class Size:** Class size is to be set by the Tutor, considering class management, seating capacity of the meeting space, and health and safety requirements. Class size may need to be capped.

**Attendance Record:** Tutors must keep a monthly attendance record, namely the Class Attendance Sheet – Form 5, for participants to initial at each class for insurance purposes and to check that members are financial. These attendance sheets are to be returned to the Class Coordinator by the 7<sup>th</sup> of the following month. A copy of the Class Attendance Sheet – Form 5 is attached. Copies are available from the office – email [admin@u3atownsville.com](mailto:admin@u3atownsville.com) or from the Class Coordinator – email [classes@u3atownsville.com](mailto:classes@u3atownsville.com).

**Course Dates:** The dates and duration of courses are as advertised on the website, newsletter, Facebook, and noticeboard or as advised to class/group participants. The Tutor will decide when class breaks will occur.

### **Enrolling members into Your Class**

Once members have paid their membership fee **and** completed a membership form, they are issued with a receipt and a membership badge. They are then entitled to contact Tutors and ask to be enrolled in classes. Tutors who are contacted should always ask whether the enquirer is a member and should advise the person that proof of membership (receipt or badge) must be shown at the first lesson.

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It is the **Tutor's responsibility** to ensure that U3A members **ONLY** attend U3A classes. Members of other U3As who may be visiting are normally welcome to attend classes provided the class is not full. It is also usual to permit non-members to attend one free session of a class to see if they wish to take out membership.

If too many members wish to join your class, Tutors may like to keep a wait list. Additionally, advise the Class Coordinator should expressions of interest exceed class capacity.

Tutors may ask a class member to assist with their class.

Please contact the Class Coordinator if help is needed in managing class enrolments.

### **Permanent Change of Class Details**

Tutors are required to complete a Permanent Change of Class Details – Form 3 for any permanent changes to a class, e.g. class cancellation, change of tutors, dates or venue etc. and forward to the Class Coordinator **before** the change takes place. The Permanent Change of Class Details – Form 3 is available from the Class Coordinator or from the office.

### **Class Management**

#### **Role of the Tutor:**

In a learning environment, the Tutor is solely responsible for setting the curriculum, lesson planning and course structure, setting goals, and setting the pace of learning to meet the needs of the participants. The Tutor can incorporate different teaching techniques to meet the different learning styles of the students and to encourage active participation. Participants show respect to the Tutor by being cooperative in class and following instructions set by the Tutor. The Tutor has the discretion to inform a participant that the class may not be the best course/activity for them and to suggest other learning environments which may better meet their needs.

#### **Room Setup:**

Some classes may need a different arrangement of the room. It is your responsibility to arrange for equipment and room set up prior to the commencement of your class. You can choose to do this yourself or arrange for members of your class to do it. At the end of the session, the furniture must be returned to original position.

#### **Smoking, Alcohol and Drugs:**

Venues are non-smoking.

The use, consumption or abuse of illicit drugs and alcohol is not permitted in the training/meeting venues.

People under the influence of drugs or alcohol are not allowed in the training/meeting venues.

**Membership of outside Speakers, Instructors and Trainers:**

People may become instructors, speakers or trainers for U3A Townsville Inc. classes without becoming members. This allows Tutors to source outside individuals to address their classes. Instructors/trainers/speakers who are not members cannot attend other classes.

**Excursions:**

For insurance purposes, when an excursion (or any other class activity to an unscheduled location) is undertaken, the date, destination, duration of excursion and any other relevant information must be forwarded to the Class Coordinator prior to departure. For extended 'trips,' any medical requirements of group members should be recorded and kept with the Tutor for the duration of the trip. These medical records can be sealed in individual envelopes for privacy reasons and only open if required, e.g. diabetics, allergic reaction.

**Awards and/or Qualifications:**

Under Section 4.2 of the Constitution, no formal academic qualifications are given in recognition of courses undertaken. Additionally, no Certificates of Attendance are issued.

**Faulty or Malfunctioning U3A Equipment**

Please notify the Management Team in writing if you encounter any problems. Provide as much detail as possible to identify/isolate the problem.

**Health and Safety – Reporting Procedures using Accident / Incident Report**

Report all accidents, incidents, injuries, near accidents, and unsafe conditions to the Management Committee by using the prescribed Accident/Incident Report form, a copy of which is attached. Copies are also available from the office.

**Media Release Form**

When taking photographs or videos of people, ensure that whoever may appear in the photograph or video has given approval for the image or video to be published/distributed. Publishing refers to any posting online in a public forum (e.g. website), print medium, and television medium. Consent must be received from individuals as well as members of a group. A copy of a Media Release Form is attached. Copies are also available from the office.

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**Privacy and Confidentiality**

Only personal information which is necessary for the effective operation of U3A Townsville Inc. will be collected from members. Such information will be protected from misuse, loss, unauthorised access, modification, or disclosure. No personal information on any member is to be forwarded to any other member or organisation without the express permission of the member concerned. Personal information collected will be held in accordance with the requirements of the relevant Acts, Regulations, and Constitution.

**Conflict Resolution**

Tutors may request help from the Class Coordinator if help is required to dealing with any situation which may arise during a class. The Association's Incorporated Rules (Constitution) contain a conflict resolution policy. Should a situation arise where conflict is not resolved between the parties and in a timely manner, the Class Coordinator will present the matter to the Committee at the next Committee meeting. The relevant part of the U3A Townsville Constitution is Section 4.18 – Resolution of Internal Disputes. See [Constitution](#) on Website.

**Copyright**

U3A Townsville is included in the U3A Network – Queensland Inc. Copyright Licence (No. 6878). All materials required for 'class' work will be subject to the 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.

More extensive copying may constitute fair dealing for the purposes of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in [sub-section 40 \(2\) of the Copyright Act 1968](#).

Should you require further information on the above, contact the Management Committee.

**One Music:**

One Music Licence covers the performance of music and allows photocopying of music items for use by the class(es). Projecting onto a screen is covered by the One Music licence. One Music covers classes that

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sing or play music, play musical instruments, play background music etc. If we have a concert, that is also covered by the One Music licence. The U3A group policy is much cheaper than doing our own licence.

**Communication**

To contact either the Class Coordinator, email [classes@u3atownsville.com](mailto:classes@u3atownsville.com), or the Magnetic Island Class Coordinator or the Management Committee, email [admin@u3atownsville.com](mailto:admin@u3atownsville.com) and on the first line of the message mark the email for the attention of either the Class Coordinator, the Magnetic Island Class Coordinator or Management Committee. Use the Subject line to identify the reason for the email.

**Thank you**



## ACCIDENT / INCIDENT REPORT

FORM 6

**Complete form and lodge with Management Committee as soon as possible after Accident/Incident**

Date of incident : (dd/mm/yyyy)	Report Number (Office Use only)
Location:	
Accident / Incident reported by:	
Persons involved:	
Witnesses:	
Description of the accident / incident :	
Action Taken:	
Follow-up actions required and / or recommendations for improvements:	

Report prepared by \_\_\_\_\_  
(print full name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## MEDIA RELEASE FORM

FORM 7

I hereby grant permission to U3A Townsville Inc. to use photographs and/or video of me taken on *(insert date using format dd/mm/yyyy)* \_\_\_\_\_

at *(insert location)* \_\_\_\_\_

in publications, news releases, online, and in other communications related to the mission of U3A Townsville Inc.

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_

Email Address \_\_\_\_\_

Signature \_\_\_\_\_



# CLASS ATTENDANCE SHEET

FORM 5

(Month) \_\_\_\_\_ (Year) \_\_\_\_\_

CLASS/GROUP: \_\_\_\_\_ TUTOR'S NAME: \_\_\_\_\_ TIME: \_\_\_\_\_ FEE: \_\_\_\_\_  
 VENUE: \_\_\_\_\_ DAY: \_\_\_\_\_

**NOTE: Member names and current year receipt number MUST be recorded. Members MUST initial their attendance each session they attend.**

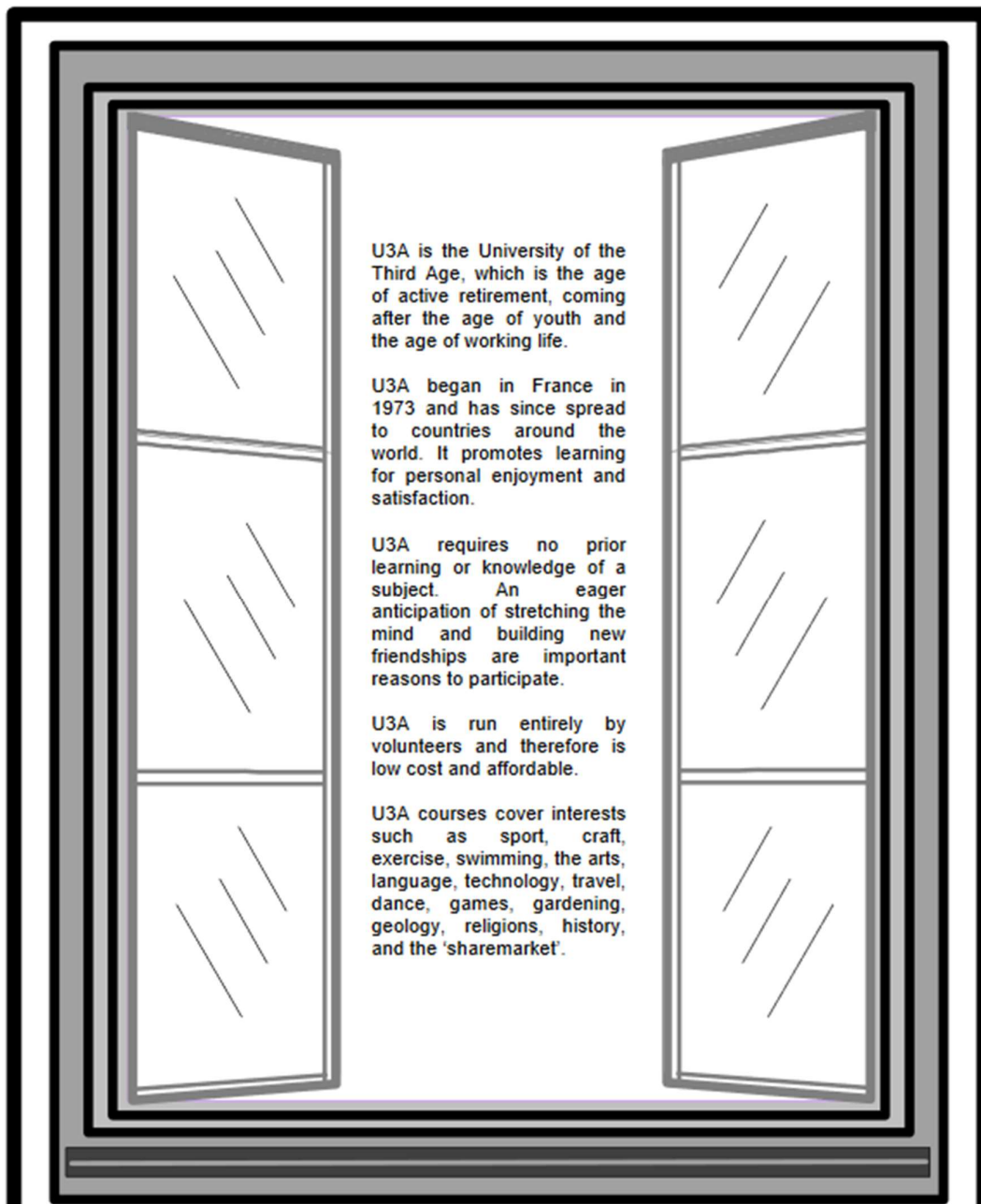
	Member Name	Receipt No.	Date: / /		Date: / /		Date: / /		Date: / /		Date: / /	
			Initials	Paid	Initials	Paid	Initials	Paid	Initials	Paid	Initials	Paid
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
			Total Received	\$	Total Received	\$	Total Received	\$	Total Received	\$	Total Received	\$

**Please return completed Class Attendance Sheet by the 7<sup>th</sup> of the following month.**

Forms can be sent by:- Email to [admin@u3atownsville.com](mailto:admin@u3atownsville.com) **OR** hand delivering to U3A office, A1 Cnr. Palmerston St & Fulham Road (access via Ronan Street), Vincent (please check our website for office opening hours) **OR** by posting to PO Box 378, Belgian Gardens 4810

Tutor's Signature: \_\_\_\_\_

Class Attendance Sheet Ver. 2026\_1



U3A is the University of the Third Age, which is the age of active retirement, coming after the age of youth and the age of working life.

U3A began in France in 1973 and has since spread to countries around the world. It promotes learning for personal enjoyment and satisfaction.

U3A requires no prior learning or knowledge of a subject. An eager anticipation of stretching the mind and building new friendships are important reasons to participate.

U3A is run entirely by volunteers and therefore is low cost and affordable.

U3A courses cover interests such as sport, craft, exercise, swimming, the arts, language, technology, travel, dance, games, gardening, geology, religions, history, and the 'sharemarket'.

# **Open Window to Learning**

Based on the Tutor's Handbook compiled by U3A Toowoomba Inc. with permission.