



Convenors A – Z 2021

<p>Adult Learning</p>	<p>How you run your course is up to you and your members. There are some principles of adult learning to keep in mind which can assist you to run a successful course or activity.</p> <p>“Many U3A’s refer tutors to <i>Adult Learning Principles</i> by Malcolm Knowles, who advises</p> <ul style="list-style-type: none"> • Adults are autonomous and self-directed. They like to direct their own learning, to be actively involved in learning and work around their specific interests and personal goals. Generally, they like to take on leadership roles. • Adults bring life experiences and knowledge to learning experiences. This may include work-related activities, family responsibilities, and previous education. • Adults are goal-oriented. They like to know what the session is about and how it relates to things of importance to them • Adults are relevancy-oriented. They need to see a reason for learning something. When they see the applicability they also see the value in the experience. Theory needs to be related to practical experiences. • Adults are practical. They like to be able to apply their knowledge. • Adult learners like to be respected. They bring considerable life experiences to their classes. They like to be treated as equals, to voice their own opinions and to have a role in directing their own learning.” <p style="text-align: right;"><i>U3A Tutor Handbook</i></p>
<p>Reminder about Accessibility– Memory/Sight/ Hearing /Mobility</p>	<p>Convenors can assist learning by, for example, reviewing material already covered; reinforcing information by presenting it in different ways; increasing size of print; projecting voice; keeping in sight of the group when speaking; using print & voice simultaneously; using Control + to increase print size on computer monitor.</p> <p><i>Covid--Using masks makes it difficult for class members who lip read to supplement hearing loss. Use your discretion – teachers and class members can lower masks while speaking if people are socially distanced according to regulations at the time.</i></p> <p>U3A has a microphone which can be worn by convenors. It is located in its box at the front of the room. If speaking from the front of the room, place the speaker on the table towards the back of the room to maximise reception.</p>
<p>Air Conditioning</p>	<p>The air conditioning system is new, however is unlikely to lead to changes. The switch for the sensor for the air-conditioner/heater is near the door. Please read the instructions for the air conditioner on the wall next to the switch. If the air conditioner heater is not on, you just need to adjust the mode on the lefthand side dials to ‘heat’. The council arranges for the temperature to be set to suit the season. The sliding doors and windows can also be used to adjust the temperatures.</p>
<p>Apologies</p>	<p>U3A practice is for class members to phone convenor if they are not attending. Please remind your class of this.</p>
<p>Attendance</p>	<p>The attendance book is usually found on the desk at the front of the room. Make sure the attendance book is filled out. A tick for each person attending and, if possible, your signature at the bottom of the column at the end of the session to assist with insurance in case of a claim. For convenors operating out of the Hub in 2021, a pink book is kept in the storeroom. For Outreach Activities a roll is to be kept with a tick for each person attending, again with the convenors’ signature at the bottom of the column at the end of the session. It is useful to keep a record of</p>

	home visits attended and attendees at café meetings in your diary/calendar.
Car Pooling	Some convenors organize car-pooling. The preferred meeting place is the car park behind the Seniors building, though some groups still meet in the Barkly St tennis court car park behind Aldi. Costs per person have been set by the Executive Committee at a \$5.00 flat rate with \$7.50 for a longer trip. The Convenor will announce the cost per person. Drivers are to collect any money owing on the day. Please see Dorothy Webber if you would like further clarification.
Challenging situations	We don't wish members to feel uncomfortable or consider leaving classes because challenging situations disrupt the class. Such situations are rare, however if they do arise, can become stressful. U3A Network Victoria's <i>Dealing with Challenging Situations Project</i> recommends three steps to be used if you experience any disruption in your classes: 1. Ask the member to stop and let another member have their say. 2. You have been asked to let other members speak. Please stop. 3. You are not listening, so please leave. It is important for convenors to use a consistent approach. If you require support, please contact Dorothy on 0412 263 071.
Class times	Classes are largely scheduled from 10 am to 12 noon and 2 to 4 pm although there are variations to enable additional classes to be scheduled within the day and suit course needs. Additional time is scheduled by some groups where needed to, for example, work on projects (Patchwork, Tech Savvy Family Research). There is flexibility to add classes and meetings at other times in consultation with Dorothy Webber. <i>Len Jeffers will make timetable changes and the documents placed on the website.</i> Please check timetables to find out if you need to vacate the room quickly. Aim to finish classes promptly – where classes are likely to go over, make sure the room is not already booked.
Coffee/Tea Break	There is a hot/cold water tap for tea/coffee above the sink in the big kitchen. For larger groups an urn is available. Coffee, tea, milk and biscuits are provided by U3A. Supplies are kept in the cupboard with the sliding door as you walk towards the sink. Milk is kept in the small U3A fridge. Tea/coffee and biscuits are kept in the U3A cupboard in the kitchen. Cups and mugs are also kept there. Please let Geraldine McCorkell 0408 522 662 know if tea/coffee supplies need replenishing. Separate arrangements are in place for external venues. <i>Please note that COVID restrictions have and can cause changes in the provision of cups, tea and coffee and other restrictions.</i>
Committee (see also U3A Management and Structure)	The Committee meets monthly on the second Thursday of the month between 1.30 to 3.30 pm. This date can be important to convenors – for example, if a request or issue to be considered has been raised with the committee. A copy of the minutes will be available in the office.
Convenors	The role of course convenor is central to the functioning of all U3As and reflects the core value of reciprocity in which members are also teachers. Meetings of convenors are held at least once a year to share news and information, both from the committee of management to convenors and between convenors. Sharing some of the load within your group is worthwhile in providing support if you are unwell or away and in succession planning. Consider encouraging other group members to take on roles – examples include - a 'back up' convenor to lead the group if the convenor is away; a 'newsletter correspondent' to prepare the newsletter report; a keen photographer to take photographs; a 'treasurer' to collect gold coin donations if applicable. You could even set up a 'leadership team'! This A-Z has been developed to assist convenors. The Convenors' Page on the

	website also contains posts and links to resources of interest to convenors.
Copyright	<p>U3A Victoria has purchased a copyright use arrangement which covers U3A's in Victoria –guidelines are to be followed within this. Remember that: The rules for personal research are that the following can be copied...</p> <ul style="list-style-type: none"> • article from a periodical; or • if 'work' published as edition': 10% of pages or a chapter; or • if 'work' in electronic form: 10% of words or a chapter; or • use is otherwise 'fair' having regard to factors in the Copyright Act <p>For more information, check out http://copyright.com.au/about-copyright/exceptions/</p>
Course Allowance/s	<p>Money is available to assist in the running of courses on application to the Treasurer for decision by executive. A capped amount for use within each course is set by executive as a guideline and may be used, for example, to pay a subscription to a relevant organisation (eg. Victorian Drama League for Play Reading group); purchase a book voucher for a guest speaker. <i>At times grants are sought to support activities.</i></p>
Course Development	<p>If you have (or someone you know of) has an idea for a new course or activity, there is a Program Proposal form on the Convenor's page of the web site which provides a guide to issues which need to be considered. Check out the Program Suggestions page to get an idea of courses which have been developed over the past few years. You can send your idea through the Contact us box on this page or talk to President Dorothy Webber, Vice President Margaret Jenkins or other committee members about it. If you would like some help developing a course proposal, contact Bev Lee on 5762 8171 or bevlee47@gmail.com. As a general rule, when the course proposal is 'firmed up', it is presented to the Committee of Management for approval.</p>
COVID Safe Plan for U3A Benalla Version 5: 9 September 2021	<ol style="list-style-type: none"> 1. There is a QR code at the Benalla Senior's Centre which must be used when entering the Benalla Senior's Centre. There will be a manual sign in sheet for those members who require it. The Convenor or a person designated by the Convenor will act as Sign in Marshall to ensure all U3A Members are signed in. 2. Attendance Records. An Attendance record for each class will be located on the Table outside the U3A room or other venue being used by U3A Benalla. Every person entering the U3A room or other venue will be ticked off on this attendance record. U3A Benalla will hold in another location the phone number and address of all members attending groups or classes. 3. If a person is not currently enrolled for this particular group or class, they are to write their name and phone number legibly on the attendance sheet. 4. Members when attending U3A Benalla groups, classes or functions are required to keep 1.5 meters apart at all times. 5. The maximum number of people allowed in the Benalla Senior's Centre is 20. U3A members when attending U3A Benalla groups, classes or functions must be at a density of not more than 1 person per 4 square meters of floor space. 6. Outdoor groups such as Bushwalking or Bird watching must have a maximum group size of 10. 7. Members when attending U3A Benalla groups, classes or functions are required to wear a face mask when indoors if this is currently mandated by the Victorian State Government. 8. Hand sanitizer will be provided at the entrance to the U3A Benalla room and any other venue being used by U3A. Members of U3A Benalla are requested to use the hand sanitizer when entering the room. 9. Hand wipes will be provided for Convenors or their assistants to wipe down furniture such as chairs, tables and door handles after each class held in the

	<p>U3A Benalla room or other venue being used by U3A Benalla.</p> <p>10. Any member of U3A Benalla who is feeling unwell is asked not to attend a class or group to which they belong, but instead get tested for COVID 19 after phoning Benalla Health to make an appointment.</p> <p><i>Dorothy Webber, President, 09 September 2021</i></p>
Donations	Some course/activity convenors collect donations towards additional expenses at each session. This may be used for purposes such as accessing sets of plays for play reading courses; hire of a specialist venue; donation to organisation providing venue at end of year; etc. For accountability and accounting purposes the money collected is provided to and receipt given by the Treasurer Neville Gibb 0428 858 688.
Enrolment Days	Convenors or their representative/s are asked to attend U3A Benalla's mid-January enrolment session/s to provide information and answer questions about their course/s. Laminated signs have been prepared for each course.
Equipment/ Information Technology	<p>Classroom computer/large monitor: Instructions are available at the front of the room. Training in using this and other technology can be made available on a one to one basis. Contact Dorothy on 0412 263 071 to arrange this.</p> <p>Overhead Projector: An Overhead Projector was installed in 2018 and is used in conjunction with the laptop stored in the cupboard under the large television and the back wall which has a surface prepared to enhance screening. Contact Margaret Jenkins 5762 6944 if you need additional support in using the overhead projector.</p> <p>Wi Fi Access: If you need the wifi access code, contact Dorothy on 0412 263 071.</p> <p>Cooinda Hub: Please contact Dorothy 0412 263 071 or Margaret 5762 6944 if you require support with the equipment in the Hub.</p>
First Aid/Medical	The general rule is to call an ambulance immediately , making sure someone remains with the person at all times and that the person is comfortable within the rules of basic first aid. Use common sense – eg. accessing person's support networks in U3A to find out family contact details if necessary and maintain follow up. A defibrillator is kept in the Seniors auditorium area near the kitchen. Instructions are provided when using this – there is also a training DVD. We have downloaded this to the U3A computer in the meeting room; there is a link to this on the home screen to be watched by those requiring training. There is also a First Aid Kit in the kitchen on the wall behind the defibrillator.
Guest Speakers	If you would like to give a U3A pen as a token of thanks to a guest speaker, a number of gift pens are kept in a tin in the cupboard below the television screen.
Housekeeping	<p>Please check the Covid Plan for current regulations. Hand sanitiser will be provided at all venues. As a general rule:</p> <p>Cleaning of the room on a weekly basis is organised by the Council; however, we need to ensure that the bench and sink area is kept clean and tables wiped. Please remind new class groups to wash their own cups.</p> <p>It is important to use hot water to wash cups or the dishwasher for larger groups. If you would like a lesson on using the dishwasher, contact Dorothy on 0412 263 071. There is a <u>Communications Book</u> for housekeeping issues which need to be addressed by the cleaners. Write your concern in the book and the cleaners will reply. If the issues continue to be unresolved, contact Dorothy 0412 263 071.</p>
Indigenous people – acknowledgement	<p>There may be times when it is appropriate to acknowledge the indigenous people and history of our area. Consider using the following wording, adapted from that used by the Greater Shepparton City Council:</p> <p><i>"We, U3A Benalla, acknowledge the traditional owners of the land on which we stand. We pay respect to their tribal elders, we celebrate their continuing culture and we acknowledge the memory of their ancestors"</i></p> <p>Or the following, which has been adapted from wording suggested by the University of Canberra:</p>

	<i>"I would like to acknowledge the traditional custodians of this land on which we are meeting and pay respect to their Elders past and present. I extend this respect to all Aboriginal and Torres Strait Islander peoples in attendance today."</i>
Insurance	Insurance coverage is provided for Victorian U3A branches through U3A Network Victoria with the Victorian Managed Insurance Authority . The relevant Incident Report Form can be found at the back of the folder containing class rolls. A downloadable form is available on-line. A recent incident report form has been uploaded to the convenors page. Please contact the President in the first instance.
Meeting Room	A timetable listing the use of the Meeting Room by U3A classes is published on the door. When leaving please make sure all blinds are pulled down; lights and air conditioner switched off; benches tidied and wiped down; cups washed.
Membership Officer	Membership Officer Len Jeffers can provide class lists and other enrolment related reports drawing upon the data base customised for U3A Benalla. Len is happy to assist you in sending out emails to your group member. Len's contact number is 0407 199 247.
Mobile phones	Remind participants in the first session about turning their mobiles off/on to vibrate, and suggest they let you know beforehand if they are likely to receive an urgent call. U3A members are usually very mindful of turning off their mobile phones in class and having them on vibrate if they do expect an urgent family related call.
Newsletter	Monthly course/activity reports for the newsletter are a vital part of our communication with members and feed in to the website and website calendar. Although there is no set word limit, a recommended maximum is around 250 words. Newsletter Deadline Arrangements for 2021: The deadline for newsletter articles as the 25 th of the month at midday. Send reports to the Newsletter Editor, Heather Wallace, at newsletter.u3abenalla@gmail.com . The newsletter will be posted at the beginning of the next month. Heather's contact number is 0418 353 244. Most convenors write the newsletter for the group, however busy convenors are encouraged to delegate this role to a newsletter correspondent.
Online U3A	Online U3A provides two modes of study – courses with a course leader and independent study courses. Individual members or small groups may be interested in investigating/enrolling; convenors may also consider enrolling to access additional course materials to support a self-help/guided course/activity. For more information, https://www.u3aonline.org.au/home .
Outreach Activities	Rolls for outreach activities must be kept as a record by convenors and handed to Geraldine McCorkell at the end of the semester. See also 'attendance' & 'insurance'.
Photocopying	Photocopying is available for class projects using the log in code 1531. Please be mindful of cost and paper use, printing on both sides wherever possible. Colour copying is considerably more expensive so use sparingly. Please replenish paper supply in the bottom tray from the U3A cupboard as required. It is important to take paper in the photocopier out and fan it several times if using the copier after a break or if the weather is damp. If photocopying equipment is not working properly in most cases screen-based instructions are provided. Please let Geraldine McCorkell 0408 522 662 know about problems which you can't resolve - a maintenance visit will be arranged. If you would like a one on one session to learn how to use the photocopier and other equipment, please contact Dorothy.
Photographs	Permission to enable photo taking of members during classes and activities is usually given by members on the membership form which states <i>"Photos taken at U3A activities and functions may be used in U3A Benalla publications and media."</i> When photos are about to be taken of classes and activities for the newsletter, web site or other media, it is recommended that verbal permission be sought at the time with an explanation as to what the photo will be used for.
Policies	U3A Network website/other policies are reviewed and customized regularly by the

	<p>Benalla Executive Committee drawing upon Policy Guidelines developed by U3A Network Victoria:</p> <ul style="list-style-type: none"> • Privacy Policy (Note – model for customisation by local U3A's) • Sexual Harassment Policy • Code of Conduct Policy • Bullying Policy • Risk management Policy • Anti-Discrimination Policy • Health and Safety (Serious Injury and Incident) Policy • Conflict of Interest Policy <p style="text-align: right;"><i>(These links were last accessed 27/1/2021)</i></p> <p>The Network's Policy page contains many other policy related resources and handbooks which may be useful.</p>
Privacy	<p>'U3A Benalla complies with national and state U3A privacy regimes. A copy of the Privacy Statement may be obtained from the Secretary or viewed on the webpage, but members agree that their names, telephone numbers and email addresses may be circulated to other members. Photos taken at U3A activities and functions may be used in U3A Benalla publications and media.'(U3A Benalla Application/Renewal Form 2021)</p> <p>It is important to maintain confidentiality of members. Particular dilemmas for convenors can include people in the community and past members asking about existing members. Use common sense – it is preferable for discussion to occur/information be shared between class members than for a convenor to contribute information. Err on the side of caution.</p> <p>If sending out emails to a list, select the 'BCC' blind carbon copy option so that individual member email addresses remain private. If you unintentionally forget – try to remember next time. (An enrolment form provision does make provision for sharing of such information between members.)</p>
Professional Development	<p>If convenors would like to attend a statewide or national U3A conference, some money may be available to assist with conference registration fees.</p>
Program of courses and activities	<p>U3A Benalla is offering 44 courses 2021. The 2021 Program is based on the courses and activities offered in 2021, many of which were affected by the Covid-pandemic. 'Pre-Covid', a Programs Sub-committee met at least twice a year to consider timetables and new program applications and present them to the Committee of Management for information and approval. Please keep Dorothy Webber informed about ideas for new courses or any issues you may come across in running and continuing your course/activity. The downloadable Program Proposal form on the Convenors' page of the website provides a useful framework when considering the requirements of a new course. If you would like some help in developing a course proposal, contact Bev Lee (5762 8171 or bevlee47@gmail.com).</p>
Publicity	<p>The Publicity Officer and Secretary regularly submit articles to the Ensign and may make contact with convenors' regarding developing articles or adding photographs highlighting course/group activities for the newspaper.</p> <p>The current Publicity Officer, Wendy Sturgess, is also an administrator of our Facebook Page. Please contact Wendy if you have a story for the Ensign or other publicity related idea – M 0403 226 649.</p>
Sustainability	<p>When possible, pull the blinds right up rather than turning the lights on. Don't forget to switch off urn (if used) after the break and photocopier to power save during and off at the end of class. Strategies include - double sided photocopying; use of mugs rather than paper cups. The council has installed timers on the lights in the toilets - light switches do not need to be touched.</p>

<p>Timetables</p>	<p>Two versions of the timetable are prepared – a ‘Month Overview’ timetable which assists members to plan their diary and U3A Benalla to publish an overview diagram of both room use and overall activities. The ‘U3A Timetable with Dates’ is more detailed, providing specific information as to classes, hours, venues, dates and convenor information. Both documents are available on the website and in printed versions in the enrolment information kits prepared at the beginning of the year.</p> <p>The convenor’s role in liaising with members about timetable changes has increased during the Covid pandemic. Some convenors send out group emails themselves, while others are assisted by Len Jeffers who is responsible for the membership register and publication of the timetable.</p> <p>Many members keep an eye on the website’s calendar for timetable changes – please cc bevlee47@gmail.com when sending out emails about timetable changes so that changes are also recorded on the web calendar.</p>
<p>U3A Management and Structure</p>	<p>The Annual General Meeting of Benalla and District U3A is held every year in March as part of Meet and Mingle. As a rule of thumb – the President, Vice-President and Treasurer are elected in ‘even numbered’ years and the Secretary and Publicity officer in odd numbered years. In addition to rotating positions on the Executive there are vacancies for two general committee members.</p> <p>In 2021 the Annual General Meeting was held on Wednesday 17th March. Each year information about the AGM is made available prior to the AGM. Nomination forms become available from the Secretary, in the newsletter and on the website.</p> <p>The Executive Committee of U3A Benalla and District meets monthly on the 2nd Thursday, making decisions and taking them to the rest of the group. There are several sub-committees - including Administration; Finance; Computers/Equipment; Accommodation and Programs.</p> <p>Regional meetings of 16 to 18 U3A groups spreading from Kilmore to Nathalia, Mansfield to Wodonga, are held twice each year at a regional location or on Zoom.</p> <p>Benalla U3A is an active member of U3A Network Victoria. Benalla’s delegate, Geraldine McCorkell, attends quarterly meetings in Melbourne or via Zoom then reports back to the Executive Committee. U3A Network is increasingly using Zoom meetings to provide online training/discussion with member U3A’s.</p> <p>State U3A Networks have formed a national alliance to share common concerns, an alliance which may develop into a national peak body over time. State Networks have annual conferences which representatives from other states attend. The U3A Asia Pacific International Alliance holds a regional conference of U3A.</p>
<p>Useful Phone Numbers for Convenors</p>	<p>President – Dorothy Webber 0412263071 Vice President – Margaret Jenkins 5762 6944 Secretary - Geraldine McCorkell 0408 522 662 Treasurer – Neville Gibb 0428 858 688 Membership Officer/Timetables – Len Jeffers 0407 199 247 Publicity Officer – Wendy Sturgess 0403 226 649 Newsletter – Heather Wallace 0418 353 244 Wellbeing Officer – Lorraine Knox 5762 1531 Website/Social Media – Bev Lee 5762 8171 M 0478 607 838</p>
<p>Website/Social Media</p>	<p>Our website is updated monthly when the newsletter is published.</p> <p>Course/Activity Pages There is a page on the website for each course/activity group. Each month the group’s newsletter report is added to its web page together with any photographs submitted to the newsletter or directly to the web manager Bev Lee (bevlee47@gmail.com).</p> <p>It is possible to add additional resources to your group page – eg. popular links; course handouts; other photographs. Check out other pages for ideas or discuss</p>

	<p>options with Bev.</p> <p>Convenors' Page –there is a Convenors' Page on the 'About' drop down menu on the website which includes resources and notices relevant to convenors and tutors.</p> <p>Social Media – The U3A Benalla & District Facebook Page provides a complementary source of news for those members who use Facebook accounts. Posts on outdoor activities Easy Walks, Mid-Week Walks, Wine Appreciation and Birdwatching are regularly contributed by avid photographers Bev Thornell and Andi Stevenson.</p>
Well being	<p>Please let our Wellbeing Officer, Lorraine Knox (Phone 5762 1531), know if a participant in your group is in hospital; if a participant or their partner is deceased; or if congratulations are in order such as receiving a Queens' Birthday or Australia Day honour. Lorraine will arrange for a card to be sent to them from U3A.</p>
WiFi	<p>U3A Benalla has made NBN access available to U3A classes and members within the Seniors Community Centre building. If you need the wifi access code, please contact Dorothy on 0412 263 071.</p>