



Convenors A – Z 2020

<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>U3A has a small but very effective 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 switch for the sensor for the air-conditioner/heater is near the door. 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 Outreach Activities a signature is required for each person attending. It is useful to keep a record of home visits attended and attendees at café meetings in your diary/calendar.</p>
<p>Car Pooling</p>	<p>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.</p>

Challenging situations	<p>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.</p> <p>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:</p> <ol style="list-style-type: none"> 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. <p>It is important for convenors to use a consistent approach.</p> <p>If you require support, please contact Dorothy on 0412 263 071.</p>
Class times	<p>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 and Terry Case. 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.</p>
Coffee/Tea Break	<p>Coffee, tea, milk and biscuits are provided by U3A. Milk is kept in the small U3A fridge in the big kitchen.</p> <p>There is a hot/cold water tap for tea/coffee above the sink in the big kitchen. For larger groups an urn is available.</p> <p>Tea/coffee and biscuits are kept in the U3A cupboard in the kitchen. Cups and mugs are also kept there. Please let Pat Gardiner 0407 848 534 know if tea/coffee supplies need replenishing.</p>
Committee (see also U3A Management and Structure)	<p>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.</p>
Convenors	<p>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.</p> <p>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.</p> <p>This A-Z has been developed to assist convenors. The Convenors' Page on the website contains occasional posts and links to resources of interest to convenors.</p>
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</p>

	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.
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 sessions 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: A new Overhead Projector was installed in 2018 and is used in conjunction with the laptop stored in the cupboard under the large television. Contact Margaret Jenkins 5762 6944 if you need additional support in using this.</p> <p>Wi Fi Access: If you need the wifi access code, please contact Dorothy on 0412 263 071.</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	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. 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.
Indigenous people – acknowledgement	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: <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> Or the following, which has been adapted from wording suggested by the University of Canberra: <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 airconditioner 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'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	<p>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.</p> <p>Newsletter Deadline Arrangements for 2020: Newsletter Editor Heather Wallace has set the deadline for newsletter articles as the 25th of the month at midday. Send reports to newsletter@u3abenalla.com. The newsletter will be posted at the beginning of the next month. Heather's contact number is 0418 353 244.</p> <p>Most convenors write the newsletter for the group, however busy convenors are encouraged to delegate this role to a newsletter correspondent.</p>
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, contact Programs Coordinator Terry Case on 0427 621 700.
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 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 Terry Case 0427 621 700 or 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	<p>Permission to enable photo taking of members during classes and activities 'for advertising purposes' is usually given by members when signing the membership form.</p> <p>When photos are about to be taken of classes and activities for the newsletter, website 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.</p>
Policies	<p>U3A Network website/other policies are reviewed and customized regularly by the Benalla Executive Committee drawing upon Policy Guidelines developed by U3A Network Victoria:</p> <ul style="list-style-type: none"> ▪ Privacy Policy ▪ Code of Conduct Policy ▪ Sexual Harassment Policy

	<ul style="list-style-type: none"> ▪ Bullying Policy ▪ Risk Management Policy ▪ Anti-discrimination Policy ▪ Health & Safety (Serious Injury & Incident Reporting) Policy ▪ Conflict of Interest Policy
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 advertising material.'(U3A Benalla Application/Renewal Form 2019)</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	If convenors would like to attend a statewide or national U3A conference, some money may be available to assist with conference registration fees.
Programs	U3A Benalla is offering 48 courses in Semester 1 2020. The Programs Sub-committee meets at least twice a year to consider timetables and new program applications. Please keep Programs Coordinator Terry Case 0427 621 700 informed about ideas for new courses or any issues you may come across in running and continuing your course/activity. Terry and other members of the program committee can provide help in developing a program idea into a firm program proposal. The downloadable program proposal form on the convenors' page of the website can provide a framework when considering the requirements of a new course.
Publicity	The Publicity Officer regularly submits articles to the Ensign and may make contact with convenors' regarding developing articles or adding photographs highlighting course/group activities for the newspaper. Please let the Publicity Officer know if you have a story for the Ensign or other publicity related idea. The Publicity Officer role is currently Heather Wallace 0418 353 244.
Sustainability	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.
U3A Management and Structure	<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 2020 the Annual General Meeting will be held on Wednesday 18th March. More information will be available prior to the AGM. Nomination forms will be available from the Secretary, in the newsletter and on the website.</p> <p>The Executive Committee of U3A Benalla and District meets monthly, making decisions and taking them to the rest of the group. There are several sub-committees - including Administration; Finance; Computers/Equipment;</p>

	<p>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.</p> <p>Benalla U3A is an active member of U3A Network Victoria. Benalla's delegate Geraldine Mccorkell attends quarterly meetings in Melbourne then reports back to the Executive Committee.</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>
Website	<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). 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 options with Bev.</p> <p>Convenors' Page –there is a Convenors' Page on the 'Our U3A' drop down menu on the website which includes resources and notices relevant to convenors and tutors.</p>
Well being	<p>Please let Pat Gardiner 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. Pat will arrange for a card to be sent to them from U3A. Pat's phone number is 0407 848 534.</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>

Useful Phone Numbers for Convenors:

President – Dorothy Webber 0412263071

Secretary – Geraldine McCorkell 0408 522 662

Treasurer – Neville Gibb 0428 858 688

Programs Coordinator – Terry Case 0427 621 700

Newsletter and Publicity – Heather Wallace 0418 353 244

Website – Beverley Lee 5762 8171

Membership Officer – Len Jeffers 0407 199 247

Wellbeing Officer – Pat Gardiner 0407 848 534