



# Tutors Handbook



**JULY 2025**

## **U3A SUNSHINE COAST INC CONTACT DETAILS**

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## List of Helpful Contacts U3A

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Secretary	<a href="mailto:secretary@u3asunshine.org.au">secretary@u3asunshine.org.au</a>
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Equipment Officer	<a href="mailto:equipment@u3asunshine.org.au">equipment@u3asunshine.org.au</a>
Venues Officer	<a href="mailto:venues@u3asunshine.org.au">venues@u3asunshine.org.au</a>
U3A Office	<a href="mailto:u3aoffice@u3asunshine.org.au">u3aoffice@u3asunshine.org.au</a>

## Tutor and Course Coordinator

Welcome and thank you for offering your time and effort to be a tutor with U3A Sunshine Coast. This handbook contains information regarding your role as a tutor and any necessary legal requirements. Please take the time to read this document as it may assist you in running your course more effectively.

U3A classes are conducted almost entirely by volunteer tutors who bring interesting, educational and stimulating courses to our members. These dedicated tutors are essential to the ongoing success of the organisation and its core values.

If you have any issues or questions regarding conducting your course, please do not hesitate to contact the Tutor and Course Coordinator (“TCC”), who is there to assist in making your class successful.

Relevant contact details are on the previous page of this handbook and on the U3A website.

We hope you find tutoring with U3A Sunshine Coast a happy and rewarding experience.

*Tutor and Course Coordinator*  
*U3A Sunshine Coast*

## Constitution

This handbook should be read in conjunction with the U3A Sunshine Coast Constitution. U3A Sunshine Coast Inc. is an incorporated association with a duly registered constitution as required by the Office of Fair Trading. A copy of the Constitution can be obtained on our website or from the U3A office on the UniSC campus at Sippy Downs.

## Overview

Please use the following document, available in print form from the office, via email, or on our U3A website, as your Tutor's handbook and refer to it where necessary.

The term 'tutor' is used in many U3A organisations worldwide and refers to the person responsible for conducting U3A courses. Some courses involve the specific teaching of knowledge and skills, while others require only facilitation or co-ordination of group activities. Whether you are teaching a course, coordinating a discussion group, or leading a U3A lecture series, you are generously sharing your knowledge, expertise, organisational skills, and passion with our U3A community. We kindly ask that you accept the title of 'Tutor.' You may also choose to wear a Tutor's badge, which can be ordered from the U3A office.

## Guidelines

Tutors mostly operate autonomously, in that you may:

- Set your own teaching times;
- Decide on the length of the course and the structure of each session;
- Decide whether to offer courses each term or each semester;
- Decide on attendance numbers ensuring venue fees can be met.

## Management Committee

U3A is run by a Management Committee elected by and from the membership of U3A. The Management Committee ensures that the U3A is run efficiently and in accordance with the State Government laws and regulations governing incorporated associations. Elections for the Management Committee take place annually at the AGM.

## Insurance

While U3A tutors are covered by our Volunteer Insurance Policy, ordinary members are NOT covered under this policy. When members join or

renew, they agree to take full personal responsibility for their U3A activities. If you conduct a course in your own home, you should ensure that your House and Contents policy covers people visiting for courses. As required by law, copies of our insurance policies are available online and from the U3A Office.

## **Health, Safety and Wellbeing**

### **U3A Values**

As stated in our Safety, Health and Wellbeing policy, “U3A is committed to providing and maintaining, as far as practicable, a safe and healthy environment for all members, volunteers, employees and contractors. All members, volunteers, employees and contractors are responsible for ensuring their actions and behaviour do not adversely affect the physical and psychological safety and wellbeing of themselves and others.”

The safety and wellbeing of our members is of paramount importance. Tutors are best placed to encourage health, safety and wellbeing practices, responsible for overseeing classes and activities and they ensure classes and activities are not conducted if it is not safe to do so. Consequently, tutors are authorised not to proceed with a class or activity that is considered unsafe. Further, tutors have the responsibility to uphold and promote safety, health and wellbeing. This also requires tutors to report bullying, stress and harassment.

Tutors are expected to acquaint themselves with the Safety, Health and Wellbeing Policy, Anti-Discrimination and Risk Management Policy and our Code of Conduct. These policies are available on our website.

## **Emergency Procedures, Including need of Assistance**

Tutors are expected to acquaint themselves with the emergency procedures relevant to the venue or location where the class or activity is being conducted. Tutors need to ensure that all class or activity participants are familiar with the emergency procedures relevant to the venue or activity location.

Tutors should know the emergency evacuation procedure and where the nearest defibrillator, first aid cabinet and/or facilities are located and how to access them. In an emergency the tutor shall assume responsibility and take appropriate action in accordance with the seriousness of the emergency.

Members should be encouraged to carry with them medical information, including emergency contact numbers, to be accessed in the event of an emergency. Tutors should remind members to carry this information on them. It can be included on the rear of the name tags which are available on our website for printing at home. Emergency contact numbers should also be included on each class roll (see under Handy Computer Hints for Tutors on page20).

In the event of a serious incident/accident requiring immediate medical assistance, an ambulance should be called. For an emergency in the U3A rooms at the University of the Sunshine Coast, SafeUniSC should be called on phone 07 54301168. University staff will call for an ambulance and direct it to your location. At all other venues, call 000 (zero, zero, zero) for all emergencies (fire, ambulance, police).

## **Communication**

Tutors are expected to brief their class and activity members about relevant safety procedures; including emergency and necessary precautions associated with the activity or class. This should be done at the beginning of terms and at other times as a reminder to class participants.

Tutors are asked to remind participants to promptly let the tutor know if any unsafe condition or practice is seen, to encourage participants to suggest ways to improve and Courses Coordinator.

Should an accident or incident occur in class or during an event, tutors should promptly report the incident or accident using the relevant form (referred to as “Tutor Forms” on page 17 of this Handbook). The completed form which can be located by going onto the U3A website to the footer area under “Info for Tutors “Accident/Incident and Volunteers”. By clicking on this link, you will see a box on the right

including “Accident/Incident Report.” The report should be submitted promptly to the Secretary, and the Tutor and Courses Coordinator should be informed as soon as practicable within 24 hours of the accident/incident occurring. Included in the report shall be: the type of incident or accident; a description of injury, date, time and place; and details of any witnesses. This information is essential for contact and support to the affected member(s), for follow-up investigation(s) and to instigate necessary remedial action(s).

In higher-risk activities, a safety officer should be nominated by the tutor. The safety officer’s task is to observe the activity and report any unsafe circumstances to the tutor. This includes, but is not limited to, the physical facilities, venue, and practices and/or the capabilities of the participating members.

Members are expected to follow all reasonable safety, health and wellbeing instructions and must be willing to accept the tutor’s advice concerning their physical capability related to that class or activity.

## **Venues, Equipment and Safety**

Classes and activities are conducted in many locations on the Sunshine Coast, including private homes. Tutors are asked to ensure that facilities and equipment used are appropriate for the activity and are in good condition. Tutors should conduct a quick safety audit every time they enter the venue or activity location to check for hazards that have the potential to injure people. Should the venue and/or equipment be unsafe, the tutor should act to remedy the condition before the class or activity proceeds and the matter be reported to the Tutors and Course Coordinator.

Some classes are conducted in private homes. In this case a tutor still has a duty of care, which is no different from the same common law, day to day duty, that the home host has with any visitor who comes into their home. Here are some requirements that should be attended to:

- Put controls in place to limit the likelihood of an accident. This may include removing electrical cords to prevent trip hazards,



keeping animals outside the house or in another room, and checking seats for sturdiness.

- Communicate emergency procedures.
- Consider access requirements for people with a disability or physical impairment.
- Provide toilet facilities.
- Provide drinking water.

## **Code of Conduct and Grievance Procedure**

The U3A Code of Conduct sets out the behaviour expected of all members of the U3A Sunshine Coast and all volunteers, including management and tutors. It is expected that we will treat one another in a friendly and positive way, with respect, courtesy and honesty. Any member has the right to call out any undesirable behaviour not in accordance with our Code of Conduct, whether discriminatory, intimidating, or bullying. We will treat others as we would expect to be treated.

Members, tutors and volunteers are strongly encouraged to first seek resolution of unacceptable behaviour or grievances between both parties. If such efforts fail to resolve the complaint or grievance, then there will be a need to follow the Grievance Procedure as outlined within the Code of Conduct.

## **Training, Induction and First Aid**

### **Training**

Tutors should inform the Tutor and Course Coordinator of any additional training needs to ensure that all tutors possess the necessary knowledge and skills, as well as to model and maintain the required safety and wellbeing behaviours and standards.

### **Induction**

The Course Coordinator carries out an individual induction for each new Tutor when a course has been approved by the Management Committee

to proceed. And conducts group course inductions for new tutors prior to the commencement of each semester.

## **First Aid**

The capability of tutors to identify hazards and risks and respond to safety, health and wellbeing incidents is important.

We, U3A, is committed to providing and maintaining, as far as is reasonably practicable, a safe and healthy environment for all members, tutors, volunteers and visitors

All members, tutors, volunteers and visitors are responsible for ensuring their actions and behaviour does not adversely affect the physical and psychological safety and wellbeing of themselves and others.

In addition to the information in this handbook we are committed to provide first aid training to all tutors, if they so require. Should you desire to have training made available to you please ask the Course Coordinator who will arrange this for you.

Our Safety, Health and Well Being Policy sets out our approach and support in all matters pertaining to the health, safety and wellbeing for all who participate in any Sunshine Coast U3A activity.

## **Absence**

If you are going to be absent and another member or honorary member is going to be 'Acting Tutor', please notify the Secretary and TCC so that the name of the substitute can be noted to ensure they are covered for insurance purposes.

If you wish to run your course between semester and term breaks, you must advise the Secretary or TCC before the start of your course: so that course fees can be adjusted to cover venue fees, and to make note of

this for Insurance purposes. If this is not done each year/term you will not be covered by U3A insurance out of designated term times.

## **Privacy**

All information collected by U3A administrators is 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. In practice this means, if an enquirer asks for information about a member, for example, their phone number, a tutor should first contact the member themselves, and ask them to contact the enquirer.

## **Managing your Course**

### **Process for Starting your Course if you are a New Tutor**

A prospective tutor should contact the TCC by email to offer a course in a future term or semester. You will be asked to provide a short statement on the nature of your course or activity, preferred attendance times, length of course, preferred venues or localities, etc.

If you are a first-time U3A tutor, after the TCC is satisfied that your course or activity is appropriate for U3A, you will be invited to a Tutor Orientation meeting. This meeting is between the prospective tutor/s and the TCC.

Once the course is set up in our on-line management system (U-MAS) it will be immediately uploaded to the Courses pages online. U3A members who are interested may then apply.

## **Communication**

Whenever possible, communication between tutors, the TCC, and the Management Committee should be conducted via email. Most tutors also provide a telephone number for course-related inquiries. If you

need to contact the TCC, please do so directly; avoid contacting the office, as messages left there may not always reach the TCC promptly.

Tutors should direct all questions or concerns to the TCC.

## **Excursions**

Excursions outside of the usually scheduled course or activity venue must be approved by the Management Committee in advance so that the Tutor insurance applies. For such excursions or any other course activity to an unscheduled location, the date, destination, duration and cost of excursion must be forwarded to the TCC who will consult with the Treasurer to ensure all costs are calculated and are covered by those wishing to attend the outing. The TCC will report to the Management Committee for approval before the excursion can go ahead.

## **Course Attendance**

Tutors are asked to keep an attendance record for insurance purposes and statistical analysis. If you make use of a course waiting list, do ensure that you follow this up regularly. Once your course participants have been determined, an Attendance Record may be printed from the 'Reports' section for your course/activity.

This will show the names of those who have enrolled for the course and their venue fees, if applicable. You can then enter the dates of your courses and mark off each attendee. Everyone attending your course must be an enrolled member, except for bona fide visitors from other U3As who can contact the office to pay a \$5 visitor's fee, and pro rata for the number of weeks in attendance.

With the Tutor's permission, members may attend twice to see if a course suits their expectations, as well as non-members who wish to join a course, but then they must first become a member of U3A and pay to continue in the course.

## **Absentees**

Please ask your course members to advise you if they intend to be absent from any course sessions. Tutors may exclude any course member who

will be away for two consecutive sessions without notification. This is particularly relevant when there is a waiting list for the course. Also, please notify the TCC of any changes to your usual course time or place.

## **Enrolling Students into Your Course**

All prospective students enrol using the U-MAS online system and tutors can inspect the list of those applying for course membership. Many Tutors have course size limits, and some have prerequisites; it is always the Tutor's choice who they accept into the course. Some prospective members may wish to contact tutors directly, either by email or phone to find out more about the course. However, tutors should ensure that the online enrolment process is followed. Tutors should NOT advise any member that they can simply contact you and they will be accepted.

Tutors should contact the TCC if they have any problems or concerns. Also, they must contact the TCC with a Cc to the Venues Officer if there is:

- A venue required;
- Any change of venue;
- Cancelling or discontinuing a course for any reason;
- Any extension proposed of a course during vacations between semesters or terms.

For any change that affects the use of a paid venue, the Venues Officer must be notified to ensure that the right amount is being paid.

Legible attendance records are to be sent to the U3A office as soon as possible following the final course of each semester or term.

## **Refund Policy and Procedure** **(Information for tutors to provide to members)**

Policy Aim: This policy aims to provide guidance for members requesting a refund of venue fees. It is to assist members and volunteers understand where refunds are applicable and how to apply for a refund.

It is our aim to accommodate members' requests, always dealing with fairness to both the member's and the organisation's

Legislative Framework. The following sources and advice were reviewed and considered in developing this policy:

- Australian Competition and Consumer;
- Commission and Consumer Rights;
- Australian Consumer Law;
- Consumer Guarantee Guide Queensland Government;
- Office of Fair Trading.

**Try before you enrol:** If you are unsure that the class outline will suit your requirements, we offer this option where you may attend the activity twice before enrolling, to see if it meets your expectation and level of involvement. However, this can only be accommodated if there is a vacancy in the class and the Tutor has been informed and agrees.

## **Refunds will be given for the following:**

### **Tutor Action - Course Cancelled**

If a class has been cancelled before the beginning of term owing to the Tutor being unavailable, you can apply for a refund. Your request should be emailed to the Treasurer, giving your name, your membership number, the class number and your bank account details.

Refunds can only be processed through a direct debit into your bank account.

### **Course Withdrawn**

If a Tutor withdraws from a class during the semester, a refund will apply to students if the remaining fee is \$20.00 or more, worked out on a pro-rata basis. A request to the Treasurer with the relevant details is required.

### **Member Action Change of Mind**

If a member has changed their mind and wishes to withdraw from a class, refunds will only be given prior to the commencement of the class at the beginning of the semester, and with a venue fee over \$30. Refund requests are to be made in writing to the Treasurer, giving your membership name and number, the course number, the venue fee and your bank account details for direct debit. Refunds will be paid within 21 days of the request.

## **Transfer from One Class to Another**

Members may transfer from class to class, if the tutor advises there is a vacancy. Members are advised to enrol in the new class without paying the venue fee and then advise the Treasurer/Systems Officer by email of the transfer.

Information to be provided, your name and membership number, course number you are withdrawing from and the new course you have enrolled in. If the value of the new course is less than the initial course a refund will only be given if the difference is \$20 or more.

## **General information**

If a course has already run for 4 weeks, and costs less than \$30, and it is not a year-long course, then the full amount must still be paid.

## **Partial discount of fees**

If a member is joining a yearly class during the year a pro-rata discount may be applied if the course is of a value above \$30.00. The member needs to enrol and then contact the Treasurer to apply for the required discount.

## **Special Circumstances**

Special Circumstances refunds may be given in a situation which is totally outside the control of our member making it impossible for the member to attend or participate in their intended course. In such a case the member should apply, in writing by email, to the Treasurer giving

the reason for the request. All such requests will be considered sympathetically by the Treasurer.

## Badge Wearing

All course members are encouraged to wear their name badge at all courses and U3A activities. It is important for you, as the Tutor, to know the names of your students and they should be able to identify their fellow students. Name badges can be self-printed from the U3A website or ordered from the U3A Office at a cost of \$10.

## Visitors

Tutors may invite outsiders to give a lecture/demonstration/talk but no payments may be made. To ensure that they are covered by our insurance policy, make prior arrangements with the TCC for them to be given Honorary membership of U3A Sunshine Coast. Their presence must also be recorded on the Attendance Record Sheet.

**Casual Visitor Policy:** U3A Sunshine Coast allows interstate and international visitors to the Sunshine Coast who are bona fide financial members of other U3As to be granted temporary membership of \$5, paying pro rata for the number of weeks they attend a particular course. Full details are available from the U3A Office.

## Your Course Details

Your course online page is your platform for 'advertising' your course, so your entry should be inviting, clear and concise. Your entry is checked and put into the system by the TCC, who retains the right to edit your entry, both for length and 'readability'.

If you are not intending to continue with your course in the following semester/term, it is very important to notify the TCC by email as soon as possible, so your course can be removed from the Course online pages.



## General Publicity

We are always on the lookout for interesting news items, achievements or quality photos that we can use for promotion and publication where appropriate. Tutors are reminded that all promotions or publicity for U3A activities need to be directed to the Communications Officer for dissemination via Facebook, e-Voice, and the U3A website. This includes all editorial, stories, photographs, hand-outs, brochures, posters, signage and videos. We reserve the right to make appropriate amendments and will work with you to get the best message out. Please note that the U3A logo and letterhead must not be used without approval from the Communications Officer.

## Tutor Expenses

While our Constitution precludes any Tutor or other volunteers receiving financial benefit from serving U3A, tutors should not be out of pocket because of tutoring duties and all reasonable expenses will be reimbursed.

Tutors may claim all reasonable expenses, and travel by car between your home and course can be reimbursed. Please use the online Expense Claim Form, this is to be submitted during the year of expenditure, and provide the Treasurer with bank details for payment so that reimbursement can be made directly to your bank account. ([treasurer@u3asunshine.org.au](mailto:treasurer@u3asunshine.org.au)), please be aware that expenditure over \$100 will need to be approved by the Treasurer.

## Photocopying

Preparation material and handouts needed for a course may be photocopied at the office free of charge. The Tutors' code for the photocopier is: **32658**.

Copy data relating to your print job is to be entered in the book located next to the photocopier. You may email the Office asking for materials to be copied or photocopy yourself. Access to the printer/photocopier is available during office hours which are 9am to 12 noon, Monday to

Friday. Ask at the office and one of the volunteers can give you access into the Tutors Room where the photocopier is housed.

## Copyright Reminder

All materials required for course work will be subject to the normal copyright restrictions. Under the Act, this means: '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 percent of the total number of pages, or one chapter, is a reasonable portion.'

U3A Sunshine Coast has a copyright licence in accordance with the above guidelines. U3A is classified as an Adult Education entity. For further reference please check the web site: [www.copyright.com.au](http://www.copyright.com.au) sub-section 40 (2). See latest version of the Copyright Act 1968.

## Venues

U3ASC has a Venues Officer. U3A Courses are held at several venues on the Sunshine Coast and all have different charges and conditions. Some venues, e.g. Libraries and courses held in Tutors' own homes, are free. Other venues charge fees. We aim to get the best possible venue for our Courses, taking into consideration convenience of location, quality of facility and cost. U3A subsidises many of these venues so that our members pay the minimum amount possible. Fees for the same venue may vary during the year and from course to course depending on the number of participants and length of the course.

While all venue matters are managed by the Venues Officer, if you are offering a new course, the TCC is your first contact. Your preferences regarding days, times and localities will always be met where possible.

When your venue is confirmed, it is always a good practice to visit the venue well ahead of time to check that the audio-visual equipment, consumables and furniture are adequate for your needs. If additional resources are required, please contact the TCC.

Where it is necessary for you to collect keys, please ensure this is done well in advance of the commencement of the Semester. However, if you are discontinuing your course, temporarily or permanently, please advise the TCC and the Venues Officer immediately and advise the Treasurer if you are using a rented (paid) venue.

Continuing tutors must confirm the course venue booking for each term with the Venues Officer and for most libraries; bookings should also be confirmed with library staff.

## **Equipment for Use in Courses**

Tutors may use equipment owned by U3A and are responsible for the care of and advising maintenance/repair of such equipment. Requests for new equipment must be submitted to the Equipment Officer, who works within an annual budget.

Training in the use of electronic equipment in the U3A USC Lecture Room may be arranged on request to the Equipment Officer. Tutors are responsible for ensuring such equipment is secured in the lecture room cupboards after each session.

Please consult the manager of your venue if you wish to keep U3A equipment on site during the term. If this is not possible, please advise the Venues Officer and consult with the Equipment Officer for alternatives. Please note that you are responsible for reporting any loss or damage to U3A audio-visual equipment or items borrowed such as laptops to the Equipment Officer.

Tables and chairs are normally provided with the venue. Tutors are responsible for ensuring these are re-stacked at the close of each

session if required by the venue. In general, a venue should be left as it was found and in a tidy condition. As the Tutor's priorities are primarily to be there for the members, please call for and appoint a volunteer from the course to undertake some of the administrative and/or furniture moving tasks.

## Tutor & Volunteer Luncheon

At the end of Semester 2, the Management Committee hosts a luncheon to thank all volunteers (Tutors, Lecturers, Office Volunteers, or special event volunteers). It is one way to show appreciation for the efforts volunteers make to U3A.

Those members who have reached their 25<sup>th</sup> year of membership are also recognised. Please support this luncheon, as it is always a lovely event.

## Tutor Forms

All tutor forms are now available online:

1. Login to the U3A website: <https://u3asunshine.org.au/>
2. Scroll down to the bottom of the Home page
3. Click on "Info for Tutors and Volunteers" and the "Useful Links for Tutors and Volunteers" on the right-hand side of the page, select:
  - **Expenses Claim**, downloaded and emailed to the Treasurer.
  - **Accident/Incident Report** which must be filled in by the Tutor as soon as possible after the event and sent to the Secretary, with a copy to the TCC Handy Computer Hints for Tutors.

# Handy Computer Hints for Tutors

## Logging into the U-MAS System

Login to the U3A website: <https://u3asunshine.org.au/>

1. Scroll down to the bottom of the Home page
2. Click on “Admin and Tutor Login”

## How to Edit Courses

Login to the Mass Template using your membership number and password

1. Click on View Courses from menu on left hand side
2. Click on your category from the drop-down box
3. Click on your course from the menu listing
4. To edit any details, click on the box “Edit Course” at bottom of page
5. On the next page you can change any details such as maximum enrolments or course details When finished, click on the “Save” button at the bottom of the page; otherwise, no changes will be saved
6. You can make changes to your course at any time

## Accepting Waitlisted Enrolment

Login to the Mass Template using your membership number and password Click on View Courses from menu on left hand side

1. Click on your category from the drop-down box
2. Click on your course from the menu listing to list the course details
3. To edit details of your course, click on the box “Edit Course” at the bottom of the page
4. On the next page you increase maximum enrolments by the number of waitlisted people you are accepting
5. When finished making changes click on the “Save” button at the bottom of the page If you do not click on the “Save” button no changes will occur

6. Click on Reports on the left-hand side menu, then click on "Enrolments"
7. Go the section containing "List Enrolments" and select your course from the drop-down box
8. Tick the box "Include wait listed" then click on the box "List Enrolments"
9. Next you will see a report of all your enrolments and those wait listed
10. Click on "Wait" for those members you want to accept. You and the member will receive an email accepting them into your course.

Please remember to check your waitlist if you have any spaces to fill or some members drop out.

## **Deleting a Member from a Course**

Login to the Mass Template using your membership number and password Click on Reports on the left-hand side menu

1. Click on Enrolments at the top of the page
2. Go the section containing "List Enrolments" and select your course from the drop-down box
3. Click on "List Enrolments" and you will see a report of all your enrolments
4. Click on "Delete" for those members you wish to delete and the member will receive an email deleting them from your course.

## **Print Enrolment List**

Login to the Mass Template using your membership number and password Click on Reports on the left-hand side menu

1. Click on Enrolments at the top of the page
2. Go the section containing "List Enrolments" and select your course
3. Click on the box "List Enrolments"
4. The next report you see will be all members enrolled in your course On the right-hand side at the top of the report is a box "Print"

5. Click on this and you will be able to print this report for your use. Contact details for course members will be shown

## **Print Attendance List**

Login to the Mass Template using your membership number and password Click on Reports on the left-hand side menu

1. Click on Enrolments at the top of the page
2. Go the section containing “Attendance List” and select your course
3. In box Select course dates you can put in start of term date and end of term date (This will change each year)
4. You can modify your printout by ticking “Choose a Sort Order” and select either surname/first name/member number whatever suits your needs
5. If you only print the attendance list at start of the term, then you can tick the box “extra horizontal lines” and add as many lines as you wish to enable you to add names for members that join after term start.
6. Click on “Attendance List” and the next report you see will be all members enrolled in your course in boxes with dates of your course
7. On the right-hand side at the top of the report is a box “Print”
8. Click on this and you will be able to print this report for your use. This can be used as a roll to mark attendance of members.

## **Emergency Contacts**

Login to website using your membership number and password Click on Reports on the left-hand side menu

1. Click on Enrolments at the top of the page
2. Go the section containing “List Enrolments” and select your course from the drop-down box
3. Tick the box Show Emergency Contacts, then Click on the box “List Enrolments”
4. The next report you see will be all members enrolled in your course
5. On the right-hand side at the top of the report is a box “Print”

6. Click on this and you will be able to print this report for your use. Contact details for course members will be shown as well as emergency contact

## Send Emails

Login to website using your membership number and password Click on *Send Emails* on the left-hand side menu

1. Click on *Enrolments* at the top of the page
2. In the first line delete [u3aoffice@u3asunshine.org.au](mailto:u3aoffice@u3asunshine.org.au) and replace this with your email address so any enquiries come back to you, the Tutor
3. In *Subject text* type a heading for your email
4. In the body of the email type what you would like to inform members of about the course, any changes or any information that you feel is relevant for the class.
5. If you need to send an attachment, select *Browse* and select the file you wish to attach. The file name of the attachment will appear beside the *Browse* button.
6. In the dropdown box beside *Choose a Course* select your course/s; it will then appear in the box.
7. Click on the box *Send Enrolment Emails* and the email will be sent to all course members together with any attachment/s.

If you would like a copy of the email for your records, tick the box *Email the Tutor*.

If the Tutor wants the option of including wait listed members in the email, click on the box *Include Waited*.

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