



Manual

for

Course Leaders

as at 31/10/2023

WELCOME TO NEW COURSE LEADERS

Dear Course Leader

Thank you very much for volunteering to contribute to the U3A Bermagui and District community. Here in the beautiful seaside town of Bermagui we are servicing the towns and villages of Cuttagee, Quaama, Cobargo, Tilba and Wallaga Lake, as well as our neighbour, Narooma. Despite our very local focus, we are part of a world-wide movement that celebrates learning for all ages.

Your efforts are very much appreciated by all of us and we really look forward to learning the special insights and skills that you have chosen for your specific topic. We hope you will find the experience as enjoyable as your participants. This manual sets out suggestions about the delivery of sessions, possible venues, fees, registrations and protocols and responsibilities as a Course Leader.

We hope that you find this resource useful and we would be keen to hear your views and whether there are other materials you would like to be included.

We wish you the very best in leading your course.

*U3A Program Team
(for the U3A Committee)*

INFORMATION FOR COURSE LEADERS

1. COURSE COMMITMENT FORM

A course commitment form is to be completed for each course you propose to run. The most recent version of the form is available on the U3A Website on the Presenters tab. Please complete the form and email it to the [program coordinator](#).

2. VENUE

Course Leaders choose the venue: home, Country Club, Community Centre, Sports Pavilion, CWA halls, Cobargo School of Arts, church hall, men's sheds. See attached list of possible venues with booking procedures. Your liaison officer can help you make your choice.

If it is not possible for the class to be held "Face to Face" it can be held online using the Zoom platform. Some classes may not lend themselves to being held online. This works well for many presentations and should you prefer this method over face to face classes you will be given every assistance and an IT person will be available to host your session and troubleshoot if necessary. It is always your choice whether or not to hold the class online. Your liaison officer will discuss and agree with you on this.

3. FEES

The room hire contribution per face to face session (\$3) is the same with or without tea/coffee, and will generally cover the cost of the venue hire. Refreshments can be made available on arrival or a short break can be taken. It is your decision whether to purchase and provide refreshments. Often your liaison officer can help with purchasing refreshments.

Refreshment costs can be taken from the contribution total after the class to reimburse whoever paid for them. All remaining cash is to be placed in the envelope provided by the Program Team which will show

- Date of class
- Name of class
- Name of presenter
- Name of venue
- Total contributions amount \$ (all contributions before anything taken out)

Room hire contribution is generally voluntary. Some classes however require pre-payment to cover eternal costs. Where this is required enrollees will be invoiced by email and payment will be required prior to the class being held.

Any costs incurred by the presenter for anything other than refreshments will need to be claimed from the treasurer by providing receipt/s either by email or by hard copies in an envelope showing your name and the name of your course.

Contributions for room hire at the Bermagui Community Centre or the Men's Shed should be placed in the envelope provided to the presenter or LO prior to the class being held. At the end of the session (or sessions) the envelope should be 'posted' in the black mailbox affixed to the side of the white U3A storage cupboards near the side entrance of the building (where the old Four Winds Office used to be located).

4. COURSE ENROLMENTS & ATTENDANCE

All enrolments for classes are taken online at the U3A Bermagui [website](#).


Enrolments online are generally open one week or earlier before the start of the term and enrolments are accepted up until the Friday prior to a class commencing. Course Leaders are requested not to accept enrolments for classes by phone. Please direct all enquiries from U3A members to the online enrolment system. However, it is possible for anyone to enrol a member online.

U3A Bermagui holds an information session at the start of each term where more information about the classes can be provided and assistance given to enrol online..

Your class may have a limit on the number of attendees (depending on the venue or type of class you are holding). If your course is oversubscribed (i.e. there are too many enrolled for the venue) we will contact you to discuss whether you want to offer an additional class or change to a larger venue. If you choose to offer another class, all members who were placed on the wait list will be given priority for that future class.

Final enrolments for classes coming up in the following week are processed on the weekend before by our IT team. You will receive by email a PDF version of an attendance list of members who have enrolled for the class. Included in the PDF are links that allow you to address an email directly to all enrollees. An example class attendance list is shown below.

In addition, class reminders are emailed to each enrollee on the weekend before the class is held.

<h2 style="text-align: center;">U3A Bermagui & District - Attendance Sheet</h2>				
Presenters are asked to return the completed sheet at the end of term by email to contact@u3abermagui.com.au				
		Outlook Link MacMail Link		
Name of Class	The Murray Darling Basin			50
Date of Class	10:30 am - 12:30 pm Tue 15-Mar			
Name of Presenter	Ines Judd	Course Fee	Nil	
Location	Hall, BC Centre, Bermagui			
	Name	Contact	Email	Attended
1	[REDACTED]	[REDACTED]	[REDACTED]	
2	[REDACTED]	[REDACTED]	[REDACTED]	
3	[REDACTED]	[REDACTED]	[REDACTED]	

PROTOCOLS

Course Leaders are encouraged to wear their current U3A name tag and request their course participants to do likewise. In a medical emergency you will need to check the back of the participant's name tag for ICE (In Case of Emergency) details. You are encouraged to familiarise yourself with basic first aid procedures and are reminded that you must ask permission to call an ambulance unless the person is unconscious.

For U3A insurance purposes, attendance sheets provided **MUST** be initialled by each participant at each session. U3A will send two emails to participants. The first will confirm their enrolment and the second will remind them of their upcoming class.

Please leave the venue clean and tidy for the next user, ensuring that lights, heating/cooling are turned off and windows/doors are shut.

You are encouraged to write a small paragraph on how you feel your class went and in addition to this you may wish to distribute Course Evaluation Forms to participants to give their individual feedback on your course. This information is useful to the Program Team for future planning.

At the heart of all our courses are the ideas of pleasure, fun and companionship as well as learning.

Thank you for your generosity in offering to run a class and we hope you enjoy the experience. Please do not hesitate to contact any member of the Program Team for advice or assistance.

5. INSURANCE

All volunteers, members and their guests are covered by Public Liability insurance when participating in a U3A sponsored activity but are not covered while in transit to or from the activity. Please refer to the U3A Incident & Accident Reporting Policy and Procedure on the U3A Bermagui [website](#) which also includes an Incident Report template for completion should an incident/accident occur. You can also access the current Certificate of Insurance on our [website](#) which is sometimes requested by other venue providers. For U3A insurance purposes, attendance sheets need to be initialled by each participant at each session (refer Section 3 above). If you present a class in your own home, you must have your own public liability cover.

U3A has recently introduced a Risk Assessment process for private premises where U3A sponsored classes are held.

6. U3A RISK ASSESSMENT

The U3A NSW Network has requested that a risk assessment be carried out at private premises where presenters conduct classes.

General Risk is defined as exposure to the possibility of loss, injury, or other adverse or unwelcome circumstance; a chance or situation involving such a possibility. ... Risk is an uncertain event or condition that, if it occurs, has an effect.

The representative who conducts the risk assessment is not required to have specific qualifications but is a competent person with the necessary skills, knowledge and experience to manage health and safety. Following is a typical questionnaire:

EXTERNAL

Additional comments

Premises Brick Built Weatherboard Other		
No. of levels		
No of stairs		
Safety rails to stairs		
Sloping driveway		
Ramps		
Gates		
Fences		
Other access/exit points		
Adequate on street parking		

INTERNAL

Additional comments

Exit access door for evacuation purposes *		Please note that there is a process in place to cancel classes in the case of a bushfire emergency and that this point relates only to emergencies within the home
Type of flooring, eg, carpet, rugs, timber		
Seating arrangements		
Number of stairs		
Safety rails to stairs		

OTHER

Can pets be properly restrained while members are present YES / NO

Does the presenter have a basic First Aid Kit YES / NO

Does the presenter have a fire awareness strategy YES / NO

Does the presenter have public liability insurance? YES / NO

Name of Insurer

Name of Presenter/Home Owner

Address of Premises

Name of Assessor

Date of Assessment *

Date of Review **

*The assessment is valid only for the duration of the class

**A Review will be carried out if the class continues beyond the current year.

7. FOUR PRINCIPLES OF ADULT LEARNING

It's one thing to teach. It's another thing to learn, and the two don't always go hand-in-hand. As a session leader, your challenge is to facilitate learning, engendering interest and enjoyment of your topic. There are four basic principles:

PRINCIPLE 1. Personal Benefit: Who are your participants?

Adult learners need to see the personal benefit of what they are learning, and how it satisfies a need they have. They are motivated to learn if the learning:

- follows a personal interest
- solves or avoids a problem for them
- leads to personal growth or fun!

PRINCIPLE 2. Experience: How much do they know about the topic?

Adult learners come to each learning event with a unique background of knowledge and experience. They are motivated to learn if the learning:

- involves them in sharing what they know
- builds on what they know.

PRINCIPLE 3. Self-direction: What is their attitude to the subject?

Adult learners are self directed and respond well if they have some control over what they are learning. They are motivated to learn if they can:

- take charge of their learning and make decisions about the content and process
- contribute to the learning of their colearners.

PRINCIPLE 4. Application and Action: How will they benefit from the discussion?

Participants come from diverse backgrounds and occupations with well-practised learning strategies. They have chosen your course because they are interested in the topic. They are likely to learn when:

- they participate actively in the learning process
- they can practice new skills or test new knowledge before leaving a session.

Adapted from http://od.msue.msu.edu/uploads/files/PD/Facilitating_Adult_Learning.pdf

Key references : Bowman, S. 2003. How to Give It so They Get It; Knowles, M. et al. 2005. The Adult Learner; Stolovitch, H.D. and Keeps, E.J. 2002. Telling Ain't Training

8. PREPARATION - Suggested guidelines for preparing your session

A TYPICAL PROCESS IN PREPARING

Think about your purpose for the course and consider your participants when preparing. It's also useful to remember that successful presentations often use a number of methods and the more fun you make them, the more likely participants will learn while they enjoy themselves. Remember too that when you involve participants in the discussion, it will take time and you might need to reduce some of your content.

CONSIDER THE CONTEXT

There are many things to keep in mind for your course: seating arrangements; ventilation; windows; lighting; power; noise (external); equipment; the hearing of the participants. Don't worry too much though because most people appreciate your efforts and will cope with many things that are not right.

USING VISUAL AIDS

Use visual aids, such as PowerPoint, to:

- channel thinking

- emphasise key points
- present statistical data in understandable ways
- make comparisons
- show relationships
- explain new concepts.

Don't forget to keep any visual aid simple and readable from a distance. For information on the Laptop and Projection equipment available for you to use in your presentation please see "EQUIPMENT" below.

STRUCTURE OF THE COURSE

The content of your course can be structured in many different ways depending on your purpose, and only limited by your imagination! It helps participants if you tell them what you hope to achieve in the course and provide a clear structure, as well as indicators along the way to show where you are at in your course. You've probably heard the old adage- tell them what you are going to tell them, tell them, and tell them again what you have already told them! This is the opening, the body and the conclusion.

- OPENING — Tell them what you are going to tell them about

Preview the topic, that is, flag the main themes. This will help participants focus their attention and organise their thoughts. Tell the group what you are going to tell them and how you propose to teach them.

- BODY – Tell them

You can break up what you want to say into several sections and use fun ways to get the main messages for each section across. You can use group work, demonstrations, discussions, forum, field trips, groups that solve problems, panels and many other learning and fun methods.

- CONCLUSION – Tell them what you have told them

At the conclusion, summarise what the audience has learnt. Suggest additional ways participants might further their knowledge. Also, ask the audience to provide feedback through the course evaluation.

9. 20 TACTICS FOR MANAGING DIFFICULT PEOPLE / SITUATIONS

U3A observes conduct guidelines and these can be found the Constitution.

The following tips may feel unnatural at first. When you're dealing with a person behaving unreasonably, the fear response centre in your brain (the fight-flight-freeze part) is going to be activated. This part of the brain can't distinguish between a customer that's yelling at you or a vicious dog about to attack you. It's up to you to engage your conscious mind in order to defuse the situation. Some of these tips are general, suggesting a mindset to cultivate. Others are more specific in advising you what to do in the moment.

1. **Listen.** Listening is the number one step in dealing with "unreasonable" people. Maintain an open attitude to listening. Everyone wants to feel heard. No progress can take place until the other person feels acknowledged. While you're listening, really focus on what the other person is saying, not what you want to say next. NB: KEEP FACIAL EXPRESSION INTERESTED AND NEUTRAL, ASK PERSON TO ACCOMPANY YOU TO QUIET PLACE SO YOU CAN HEAR THEM BETTER
2. **Stay calm.** When a situation is emotionally charged, it's easy to get caught up in the heat of the moment. Monitor your breathing. Try to take some slow, deep breaths.

3. **Don't judge.** You don't know what the other person is going through. Chances are, if a person is acting unreasonable, they are likely feeling some sort of vulnerability or fear.
4. **Reflect respect and dignity** toward the other person. No matter how a person is treating you, showing contempt will not help productively resolve the situation.
5. **Look for the hidden need.** What is this person really trying to gain? What is this person trying to avoid?
NB: REPEAT THE GIST OF WHAT YOU HEAR BACK TO PERSON "SO LET ME CHECK THAT IVE GOT THIS RIGHT, WHAT YOU'RE SAYING IS...."
6. **Look for others around you who might be able to help.** If you're at work and there's an irate customer, quickly scan to see if a colleague is close by.
7. **Don't demand compliance.** For example, telling someone who's upset to be quiet and calm down will just make him or her irate. Instead, ask the person what they are upset about—and allow them to vent.
8. Saying, "I understand," usually makes things worse. Instead, say, **"Tell me more** so I can understand better."
9. **Avoid smiling**, as this may look like you are mocking the person. Similarly humour can sometimes lighten the mood, but more often than not, it's risky and it may backfire.
10. **Don't act defensively.** This is tough. You're naturally not enjoying the other person saying nasty things or things that you know aren't true. You're going to want to defend yourself. But the other person is so emotionally revved up, it's not going to help. Remember, this is not about you. Don't take it personally. (I know, easier said than done.)
11. **Don't return anger with anger.** Raising your voice, pointing your finger, or speaking disrespectfully to the other person will add fuel to an already heated situation. Use a low, calm, even monotone voice. Don't try to talk over the person. Wait until the person takes a breath and then speak.
12. **Don't argue** or try to convince the other person of anything.
13. **Keep extra space** between you and the other person. Your instinct may be to try to calm the other person down by putting your arm on theirs, or some other similar gesture that may be appropriate in other contexts. But if someone is already upset, avoid touch, as it might be misinterpreted.
14. Saying, **"I'm sorry,"** or, "I'm going to try to fix this," can go a long way toward defusing many situations.
15. **Set limits and boundaries.** While some of the above tips have encouraged listening and letting the angry person vent, you also have the right to be assertive and say, "Please don't talk to me like that." Or suggest time out until "we both calm down"
16. **Trust your instincts.** If your gut is saying, this is going downhill fast, be ready to do what you need to do to remain safe. Look for an exit strategy.
17. **One response does not fit all.** You have to remain flexible. Although these guidelines have proven effective in de-escalating tough situations, every person is unique and may respond differently.
18. **Debrief.** After the situation is over, talk to someone about what happened.
19. **Discharge your own stress. You had to put your natural reactions on hold for a while. Now is the time to discharge some of that pent up adrenaline. Go for a run. Take your dog for a walk. Don't let the emotions stay stuck in your body.**
20. **Give yourself credit for getting through an uncomfortable situation. It takes a lot of energy not to act like a jerk when someone else is behaving badly. Don't skip this step!**

10. EQUIPMENT

U3A provides a set of computer equipment for you to use in your face to face course presentation. The equipment comprises a laptop PC, projector, remote presenter, connection cables, power board and power lead. Refer to a separate document “U3A Equipment Manual” for full instructions on how to use the equipment.

Help is available

U3A offers familiarisation sessions for all presenters and these are held at the Bermagui Community Centre on an as needs basis. In addition, you are urged to attend the Community Centre before you conduct your course to run through connecting, disconnecting and showing your material, using the external speaker and microphone, where to access the internet password and other useful tips. This will ensure everything will be alright at course time. Please check with the Library staff that there is a space for you to run a practice session. Feel free to talk with our IT Coordinator **David Monro (0412 525 743)** about any technology concerns.

11. U3A POSSIBLE VENUES AND CONTACT DETAILS

Please place the hire amount in the envelope provided to you at I&R Day and either post it in the “Mailbox” attached to the side of the U3A cupboard in the Community Centre or give it to your Liaison Officer

VENUE	TYPE	COST	CONTACT	COMMENT
Bermagui Community Centre (BCC)	Hall Room #1	\$13 per hr includes use of kitchen \$13 per hr (has small kitchen)	Program Coordinator	Please do not contact directly. All bookings are made online by Program Coordinator
Bermagui Men’s Shed	Medium sized room	Suggested donation \$1 per person up to \$10 max per session	Program Coordinator	Please contact the Program Coordinator who will arrange the booking
Bermagui Sports Pavilion	Medium sized room	\$10 per hr		Toilet. No kitchen facilities
Bermagui Country Club	Various rooms for meetings & workshops	\$2 per person per session payable to club by presenter	6493 4340	There is an expectation that members will purchase food and drink from the club.
Bermagui Union Church	Small room for 8-10 people	Suggested donation \$1 per person	Bruce Grimmond 6493 4744 Begad2@bigpond.net.au	Kitchenette facilities
Bermagui CWA	Large group	\$10 per hr	Cath Preston 6493 5887	
Cobargo Anglican Church	Small room Larger hall		Sue Griffiths 6493 7220	Kitchen facilities
Cobargo Uniting Church	Medium sized meeting room	Suggested donation \$1 per person	Wilma Boreham 6493 6531	Kitchenette facilities
Cobargo CWA	Large tables and Auditorium size rm	\$6 per hr	Mary Motbey 6493 6428	Aircon, commercial grade kitchen, disabled access
Cobargo School of Arts	Supper Room & Hall	\$11 per hr	Linda Sang 0407 047 404	Commercial grade kitchen
Narooma HACS rooms, Narooma Library	Continuing classes One-off classes	\$9.60 per hr \$12.80 per hr	Louise Hankinson 4472 3153	Two adjoining rooms rented as one

Narooma Sporting & Services Club & Dalmeny Bowling Club	Boardroom (seats 15-20) Montague Room	\$55 half day \$110 full day \$75 half day	4476 2433	Board Room has Wifi, projector and PPP
Narooma Surf Club	Large room	\$22 per hr but negotiable to \$11	Lisa Beverage 0418 664 843	Kitchenette facilities, Disabled access
MACS Cottage Narooma		\$10 per hr including tea/coffee	Joy MacFarlane 4476 2881 macsartnarooma@gmail.com	

12. COURSE EVALUATION

Offering this feedback form to participants may help you should you consider volunteering again and it will also help the Program team improve the quality of courses offered and assess member wishes.

Course Evaluation Form

Thank you for attending this course - your feedback is a valuable tool to U3A

Name of Course

.....
.....

Presentation

.....
.....

	very good	good	fair	poor
The information in this course was delivered clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The course was structured well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The methods used sustained attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of the course was right for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The handout/visual materials were useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall satisfaction

	very satisfied	satisfied	fair	poor
Overall how satisfied were you with the course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which part of the course did you find most useful?

My interests/expectations were met by this course **yes** **no** **maybe**

Would you attend this course again or recommend it to a friend? **yes** **no** **maybe**

Additional comments: any suggestions for how to improve the course?

Please give this sheet to your course leader, who will pass it on to the U3A Program Team

U3A PROGRAM TEAM MEMBERS

Contact any of these team members for assistance

Elizabeth Johnson*	programcoordinator@u3abermagui.com.au	0409 901 672
Sheila Brice	sheilabrice@hotmail.com	0427 636 947
Carol Hellmers	hellmers.carol@gmail.com	0439 426 405
Chris T	speedy9491@yahoo.com	0481 171 400
Jillian Taylor	artay@southernphone.com.au	0409 783 106
Wendy Tucker	wendyytucker@hotmail.com	0403 587 901

*Program Coordinator

13. U3A BANK DETAILS

Horizon Bank, Lamont Street. Bermagui.

Account Name: U3A Bermagui & District Inc
BSB 802 124
Account Number 10005 7265

Please include your name in the transaction to identify your payment.