



Learning Through Sharing

Volunteer Tutors'
Handbook and Agreement

For current and potential Tutors

Kalamunda Community Learning Centre

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Tutor Agreement

Kalamunda Community Learning Centre (KCLC) has drawn up this Tutor Handbook and Agreement to address some important information that may apply to you in your role as a volunteer Tutor. It is not intended to be a legally binding contract and may be cancelled at any time by either KCLC or the Tutor. There are also policies and procedures in place to help and guide Tutors with their duties and responsibilities. Page 10 has more information on how to access these. Any questions on day to day issues can be addressed to the Coordinator on duty.

You will find a loose Agreement Form clipped to the back cover. After carefully reading this Handbook, please sign the form and hand it into the office. The booklet can be retained for your records.

Welcome to the Kalamunda Community Learning Centre

KCLC is very proud of its history and to the contribution it has made to the Kalamunda Community and beyond. In 1978, the Kalamunda Women's Centre opened its doors offering nine courses. The modest premises of yesteryear have now been replaced by the beautiful Kalamunda Community Centre with modern rooms and equipment. Today, the Kalamunda Community Learning Centre offers approximately 70 courses to more than 800 members.

This Handbook and Agreement is for Tutors, both current and potential. It is intended as a general guide and starting point to ensure tutoring staff are aware of any mutual responsibilities and where more specific information is available.

KCLC welcomes all those who wish to volunteer by way of tutoring a class. We are continuously on the lookout for individuals who want to share their passion, expertise and knowledge with members in a class environment, as we widen the scope and subject matter on offer. If you feel you would like to become a Tutor, please contact one of the Coordinators or email the Registrar: registrar@kclc.org.au You will be welcomed with open arms and we promise that you will find the community spirit at Kalamunda Learning Centre enriching.

KCLC Mission Statement

Learning Through Sharing

KCLC Values

Inclusion: KCLC is welcoming and non-judgmental, and strives to ensure barriers to participation are addressed, in particular through the provision of low-cost courses that value the skills and contributions of all our members. We are connected by a sense of purpose.

Friendliness and supportiveness: KCLC is caring and fosters a sense of belonging. We work together as a team and we are a community.

Creative and mental stimulation: KCLC encourages all members to explore and express their educational and creative needs, through providing a warm, supportive and fun environment where people are comfortable.

Trust and respect: We value everyone and treat people with dignity and professionalism. We act with honesty and responsibility.

The Tutoring system

The semester is split into two terms with classes held mornings and afternoons, five days a week. Courses are usually held weekly or fortnightly for a term or a semester. Morning classes run from 9.45 am until 11.45 am and afternoon classes from 12.45 pm until 2.45 pm. There are a few courses that run in the evening at 7.30 pm. There are no tests or exams, we are all equal and are treated with respect in a warm and friendly environment.

KCLC Tutors

Tutors come from a variety of professional and non-professional backgrounds. Although formal qualifications are not necessary, a love of learning and a passion for their particular area of expertise or hobby is. Courses are designed and delivered by Tutors who all volunteer their time which means that they do **not** get paid. KCLC provides volunteer tutor membership in the year of tutoring. Tutors are also given a coupon to the value of the course that they are tutoring, which can be used to enrol in a course of choice and is transferrable.

Without Tutors, KCLC would not exist. We value their skills and we are extremely grateful to them for providing courses to our members.

Reasons to become a Tutor

You may have a passion for a subject or want to share your skills and expertise. Being a Tutor is a great way to meet people of all ages and backgrounds. Tutors have the satisfaction of seeing people develop their skills and confidence. Tutors not only share their skills but learn from their students.

At KCLC, the classroom is a place where you can relax, in a lighthearted environment, where everyone is equal and we help each other and where many lasting friendships are made.

The Tutor's Role and Responsibilities

The Tutor's role is teaching and facilitating. Tutors are free to express personal opinions, but should not recruit students to political parties, proselytize or promote commercial organisations. Tutors are welcome to recommend appropriate products to be used during their course.

Tutors should use respectful and welcoming language. Please let students know beforehand if you plan to share material that might upset some class members. Tutors are also expected to:

- Take reasonable care for their own health and safety and not adversely affect the health and safety of others.
- Comply, as far as is possible, with any reasonable instruction given by KCLC.
- Cooperate with any reasonable policy or procedure that KCLC provides.
- Notify KCLC of any changes to their health which could impact their ability to carry out the typical volunteer activities performed under this Agreement.
- Let KCLC know of any concerns they may have about safety or fitness in performing the tutoring role.
- Comply with the law at all times.
- Be open and honest in dealings with KCLC and let them know how they can improve the volunteer programme and the support that Tutors receive.

The Health and Safety of Tutors and Others

Under the Work Health and Safety Act 2020, KCLC has a primary duty of care to ensure, so far as is reasonably practicable, the health (physical and mental) and safety of its workers, including volunteers.

KCLC does not have to guarantee that no harm will occur but must do what is reasonably practicable to ensure health and safety.

Volunteers, including Tutors, have a duty of care:

- To take reasonable care for the health and safety of themselves and others.
- To let KCLC know of any concerns about health, safety or fitness in performing the tutoring role.
- To comply with any reasonable instructions, policies and procedures of KCLC.

As a volunteer Tutor, if you comply with all reasonable health and safety guidelines when carrying out your role, you cannot be fined or prosecuted under the WHS act.

First Aid

First aid is administered at the scene of the incident and is not usually provided by a qualified healthcare professional. There is no expectation that the person carrying out first aid will perform the duties of a qualified person. KCLC has developed the document *First Aid Procedure* covering what to do in the event of an incident. Minor incidents should be recorded on the form included with each first aid kit. Serious incidents should immediately be reported on an **Incident and Hazard Form** to Reception, who will alert the Coordinator on duty. Forms are supplied in the class folder and available from Reception.

First Aid Kit Locations

- Craft Room - portable St John first aid kit and eye wash station.
- Kitchen - portable St John first aid kit.
- Creche - portable St John first aid kit x 2.
- Office – large leisure kit (dedicated to Emergency use) and smaller portable kit.
- Wheelchair – available at Reception.

There is a defibrillator available at Reception and another located in the car park on the railing outside the Creche play area.

Hazards: Submit an **Incident and Hazard Report** to notify situations where protective action is required. This will assist KCLC with ongoing risk management.

Fire Safety

Fire safety is very important.

- Tutors should familiarise themselves with all Fire Exits. In the event of a fire, the nearest Exit may be inaccessible. The building does not have smoke-proof doors (except for the craft room) or a fire suppression system so smoke could be a particular hazard to finding the Exit.
- The fire alarm is raised by a hand-held siren. Tutors should ensure their students exit in a swift, orderly manner - being sure to assist any who have a physical disability - and go to the Assembly Point in the car park. No one should delay by collecting personal belongings.
- In collaboration with the Class Secretary, Tutors should ensure that all persons have been accounted for. Students must not return to the building until told to do so by the Fire Warden.
- In the event of a bush fire, the Fire Warden will provide directions for exiting the precinct.
- **Fire drills must be treated in the same way as an actual fire. They must not be ignored or treated lightly.**

Fire safety equipment is located throughout the building. Only attempt to use fire extinguishers if you feel capable of doing so correctly. Please familiarise yourself with the procedure of what to do 'In Case of Fire' and the Evacuation Map located in every room.

Manual Handling

It is important that manual handling procedures are observed for the safety of all our members. This includes moving of items such as tables, chairs, room dividers and easels. As part of risk management, KCLC has developed procedures specific to manual handling in each of these categories which will assist Tutors in identifying and avoiding possible risks, what to do should an injury occur and dealing with any incidents or hazards.

For a list of KCLC Policies and Procedures and forms applicable to Health and Safety, please refer to page 10 of this booklet.

Smoking and Vaping

The Kalamunda Community Centre is designated as a "Smoke-Free" zone. Smoking or vaping is not permitted inside the building, in any courtyard, on the terrace, or within 10 metres of any building.

Insurance

KCLC is committed to providing adequate insurance cover and has Public Liability Insurance for Tutors and Members. To ensure this insurance covers Tutors for any incidents that occur when volunteering with KCLC, incidents need to be reported as soon as they occur, on the appropriate form. The following events are unlikely to be covered by insurance:

- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from KCLC
- Dishonest or reckless activities (for example turning up intoxicated).

Privacy and Confidentiality

KCLC abides by the principles of the Privacy Act 1988. Tutors may have access to information of a confidential nature, necessary to the tutoring role. Class lists containing personal contact information of students including email, phone and emergency contact details are provided in the class folder. Please sign the Agreement Form that you understand this information must be handled with strict confidentiality and not disclosed to anyone else unless it is necessary for the safety of yourself or others to do so or with the consent of the student. Please always use the **bcc** function when sending an email to more than one student.

Consent to use Photographs and Images

KCLC may take photographs and video footage of Tutors carrying out volunteer work and use it for the purposes of marketing and promotion of KCLC. This may be digital and printed format, including images on social media platforms, the KCLC website and Centre Talk. Please indicate on the Agreement Form if you accept this.

In the Classroom

Everyone who attends a Kalamunda Community Learning Centre course ***must be enrolled*** so that they are covered for insurance purposes. This includes full-time and casual students. The Class Secretary maintains the weekly Class Roll and the WHS Checklist Acknowledgement Form and communicates any information from the Executive to students. They also draw up a roster for students to bring a plate and milk to share for morning or afternoon tea and ensure that the room and the kitchen areas are left clean and tidy. The Class Secretary Manual is included in class folders.

Tutors are requested to factor in a 10 – 15-minute tea break and to allow for room access by at least 12 pm if morning and vacate the room at 2.45 pm if afternoon.

Health and Safety Induction

Everyone attending classes in the Craft Room or Kitchen will receive a Health & Safety Induction relevant to their specific course, including information on any protective clothing, footwear and equipment. Tutors and students are required to sign the Health & Safety Acknowledgment form confirming that they have received the induction. Class folders contain all the information that Tutors need to provide the induction.

Cancellation of Class by Tutor

KCLC acknowledges the professional manner in which Tutors conduct their courses, observing punctuality and attendance. In the event that it becomes necessary for the Tutor to be absent from a class, it would be appreciated if notice is given to students, preferably a week in advance. The Office should also be informed. If a Tutor requires assistance in notifying students the Office can be contacted about this. Should it be shorter notice, then the Office should be informed so that all students can be advised. If the absence is for one session only, KCLC will not refund students. The class may decide to attend in the Tutor's absence, as many students are happy to help each other and interact for the social aspect.

Mobile Phones

All mobile phones should be switched off or put on silent during class.

Visitors

Visitors are welcome to join the class for one session. The visitor will register their details at Reception and be given a Visitor's Pass which the Class Secretary will collect and return to Reception at the end of the session. The Secretary should write the Visitor's name on the roll and record with a 'V'. The Visitor's Pass **must** only be used once. If the visitor wants to attend any further classes, they **must** first enrol either as Full-time or Casual, in which case they will also need to purchase Casual Tickets.

Becoming a Tutor at KCLC

If you are interested, please complete the '[New Tutor and Course Information Form](#)' available on the website or in print from Reception. The Programmer, who is also a member of the Executive Committee and has the responsibility of liaising with Tutors, will contact you when your form has been reviewed. If possible, please provide an image that will represent your subject, to be used alongside the course description on the website. This can be emailed to registrar@kclc.org.au

KCLC Policies and Procedures

KCLC has developed Policies and Procedures that may be of relevance to Tutors during their time at the KCLC. These are available at the Office or can be emailed upon request. Please ask the Office Manager or a Coordinator if you would like to access any of the following:

- ❖ **Emergency Management Plan**
- ❖ **First Aid Procedures**
Gives an overview of procedure to be followed should you have an incident, including location of First Aid equipment throughout the building.
- ❖ **Health and Safety Induction**
Included in all class folders.
- ❖ **Injury Prevention and Management Plan**
- ❖ **Manual Handling Procedures**
 - Moving Easels
 - Moving Tables and Chairs
 - Moving Mahjong Tables
 - Moving Table Tennis Tables
 - Moving Dividers
- ❖ **Procedure for Managing Spills**
- ❖ **Chemical Register Instructions**
As applicable to different areas of the Centre
- ❖ **Safety Data Sheets & Risk Assessments**
A comprehensive list of chemicals, their safe storage, handling and use .

Forms:

- ❖ **Incident and Hazard Report Form**
Included in class folders and available from Reception.
- ❖ **Health and Safety Checklist Acknowledgement Form**
specific to courses held in the Craft Room or Kitchen and included in class folders.
- ❖ **New Tutor and Course Information**

After reading this Handbook and Agreement, please sign the loose Agreement Form and hand it into the Office. The booklet may be retained for your information and records. Signed forms will be uploaded and stored on the KCLC computer system. Hard copies will be shredded.

If you have any questions or require further information on the contents of this booklet, please email the Office Manager, email: office_manager@kclc.org.au or speak to a Coordinator.

The KCLC Office can be contacted Monday to Friday between 9.30 am and 2.30 pm on 9293 2977.

On behalf of KCLC, the Executive thanks you for your valued service and cooperation.



Please retain for your records

VOLUNTEER TUTOR AGREEMENT FORM

I have read, understand and agree to:

- ❖ Uphold the Values of KCLC on page 4.
- ❖ My Role & Responsibilities as a Volunteer Tutor at KCLC on page 5.
- ❖ My responsibilities under Privacy and Confidentiality on page 8.
- ❖ My responsibilities under (Work) Health and Safety on pages 6, 7, 9.
I have presented students with WHS information (as supplied by KCLC).
- ❖ I agree/disagree to the use of photographic material see page 8.
- ❖ I have been given the opportunity to ask any questions I may have.

Tutor

Full Name _____ Signature _____ Date _____
Please Print DD-MM-YYYY

KCLC

Full Name _____ Signature _____ Date _____
DD-MM-YYYY

Position: _____

Date for renewal _____

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