

OTAMATEA HIGH SCHOOL

Adult Community Education



Tutor Handbook

2009

CONTENTS

WELCOME TO ACE	3
STATUTORY HOLIDAYS AND TERM DATES	4
ACE STAFF	5
ACE GOALS 2009	5
CONDITIONS OF EMPLOYMENT	5
IN THE CLASSROOM	8
KEEPING COURSE RECORDS	10
HOUSEKEEPING MATTERS	11
ACE ENROLMENT PROCEDURES	13
PROFESSIONAL DEVELOPMENT	14
POWER CUT - PROCEDURES FOR TUTORS	14
JOB DESCRIPTION	15
FORMS	16
COURSE PLANNING SCHEDULE	17
TUTOR SELF-APPRAISAL OF ACE ACTIVITY	20
ACE ACTIVITY EVALUATION – SUMMARY OF LEARNER FEEDBACK	21
ACE ACTIVITY EVALUATION -LEARNER	22
ACE OTAMATEA HIGH SCHOOL TIME SHEET	23
ATTENDANCE REGISTER	24
ACE ENROLMENT FORM	25
REQUEST FOR PAYMENT FORMS	26

Welcome to ACE

A warm welcome to our new tutors and welcome back to another year for our returning tutors for ACE at Otamatea High School..

We have a strong belief in the benefits that can be gained from continuing education, and you play a pivotal role in this. Without your valued contribution we would not be able to provide this chance for adults to gain new skills, and provide what we perceive as an important contribution to our community. Thank you for this. Previous years evaluation sheets show the popularity of the courses that you teach, and we hope that you gain personal satisfaction from sharing your knowledge/skills with others, and the pleasure that you give in doing so.

This handbook is for your information and to acquaint you with administrative procedures and employment conditions. Please read it carefully.

If you have any suggestions, or need more information, do not hesitate to the ACE manager, who will be happy to help.

The Adult Community Education Manager can be contacted for matters concerning the day-to-day running of your courses, including payment of salaries.

I hope you will enjoy working with us. Have a great year!

Sally Green
Adult Community Education Manager

Statutory Holidays and Term Dates

2009 SCHOOL TERMS

Term 1	Monday 2 February – Friday 9 April
Term 2	Monday 27 April – Friday 3 July
Term 3	Monday 20 July – Friday 25 September
Term 4	Monday 12 October – Friday 11 December

PUBLIC HOLIDAYS

No classes will run on the following days:

Waitangi Day	6 February
Good Friday	10 April
Easter Monday	13 April
Easter Tuesday	14 April
Anzac Day	25 April
Queens Birthday	1 June
Labour Day	26 October
Appropriate Provincial Anniversary Day	

OTHER IMPORTANT DATES

Tutor Training:	Dates to be advised
School Open Night:	27 th August 7.00pm
Adult Learners Week:	September 7 - 13

ACE Staff

ACE Professional Manager

Sally Green

ACE Advisory Committee:

ACE Manager	Sally Green
ACE Tutor Representative	Annie Davis
BoT Representative	Hazel Kaio
Otamatea High School Principal	Haydn Hutching

The school office hours are 8.00am to 4.30pm Monday – Friday

The Otamatea High School office will be closed during the April, July and September school holidays

Postal Address	PO Box 64, Maungaturoto, Northland
Telephone	09 431 8230
Fax	09 431 8229
E-mail	ssg@otamatea.school.nz
Website	www.otamatea.school.nz

ACE Goals 2009

ACE Performance Indicator	Target
Tutors attend courses for professional development	Identify appropriate courses, how many tutors show interest, and how many actually attend
Participants and tutors are able to continue attending / delivering courses despite the increasing cost of petrol and other economic factors.	Investigate reshaping the programme to offer further subsidies if attendance and delivery becomes a problem
Increase the number of Maori and male enrolments gradually over the next three years.	Develop and deliver programmes to meet the needs of Maori and men.
Meet the changing needs of the community.	Review current delivery Identify the needs of the community Adjust existing provision to develop and deliver courses to meet the needs.
Sustainable living courses offered to the Otamatea High School community	Number and range of courses increases within current budget through review of current provision
Align to provision of ACE priorities	To provide course which encouraging life long learning; To strengthen communities by meeting community learning needs; And strengthening social cohesion.
Participation in local TEC ACE network	On an on-going basis
Continuously working to meet the ACE quality assurance arrangements	To develop tutor handbooks and encourage tutor PD

Conditions of employment

Tutor Agreement

You must complete and sign a Tutor Agreement before your course begins. The Tutor Agreement is for the duration of 2009 only.

Period of Employment

Tutors are employed on a fixed term basis, which is the length of a given course (contact time only). The programme is reviewed annually and tutors are invited to submit courses at those times. Final decisions on which courses will be offered are made by the Manager at the time of brochure printing.

Contract of Employment

Tutors are employed under the Adult and Community Education (ACE) Staff in Schools' Collective Agreement, which covers community education workers in schools who are PPTA members. Non-PPTA members are deemed to be on individual contracts. Tutors are actually employed for the duration of a specified course only. Please contact the Manager if you have any queries about employment issues.

Course Outline

You need to complete a course outline so enquiries can be attended to e.g. content of course, material costs, what to bring etc. It is the responsibility of the tutor to provide an up-to-date Course Outline for each course.

The "Expected Course Outcomes" section of the course outline should be given to each participant/student at the beginning of the course, and are reviewed each term.

Course Numbers

Courses require a minimum of 5 enrolments to begin, although in certain circumstances a lower number may be negotiated with ACE management. Please ring the office the week before your course is due to start to confirm that there are sufficient enrolments.

Termination of Employment

Tutors are asked to give two weeks' notice of resignation where possible. You are an employee of Otamatea High School Board and as such the Board reserves the right to dismiss an employee with out notice in the event of serious misconduct.

Complaints Procedures

If you have concerns relating to your employment it would be appreciated if you could discuss the matter initially with your professional Manager. If this is not appropriate, please contact Mr Haydn Hutching, the Otamatea High School Principal, on 431 8230.

Disputes and Grievances

In the event of a grievance between an employee and the Board, disputes and grievance procedures as laid down in the collective agreement (PPTA members) or Employment Relations Act 2000 (non-PPTA members) will be applicable.

Statutory Holidays

The ACE will be closed on statutory holidays – please refer to the current brochure for actual dates (inside back cover). Courses are not programmed to take place on Statutory Holidays.

Pay

Tutor pay rates are stated in the collective agreement depending on qualifications and experience. Holiday pay of 8% will also be payable on PAYE income. Tutors on pay step two will usually have taught classes of adults in community or tertiary education institutions for over 200 hours, or for over 100 hours with a recognized adult tutoring qualification or Diploma of Teaching. Documentary evidence of this is required before the tutors can be placed on step 2.

Tutors are paid on handing in their timesheets and class register. Payments are made directly into a bank account. Please contact the Manager about pay queries. Please note, pay claims cannot be processed without the return of a correctly completed timesheets and registers for the course.

PPTA

Application forms to join the secondary/adult teachers' union, the PPTA, are available from the Manager. The union subscription for community education tutors is approximately \$50 per annum, payable on invoice to the PPTA.

In the classroom

Getting There

Course registers are to be collected from the course Manager at the beginning of each course. Please check inside it for notes of information to give out to course participants, enrolment documents to be collected and time and registration sheets.

PLEASE BE PUNCTUAL! Course participants pay for a certain number of hours of tuition and expect to get their money's worth.

You are welcome to open windows and doors but they **MUST** be closed before the end of class.

Creating a Group Sense

Take time in the first session to get to know your group and for them to meet each other. As well as introductions, you might like to use "ice-breaker" activities.

As part of the TEC's new Quality Assurance (QA) arrangements, tutors are required to hand out a copy of the expected course outcomes (taken from the course outline) at the start of the first session and discuss these briefly with the group. You should also go over your planned course outline and find out what their expectations are.

You will probably have a variety of needs to try to fulfil. Please talk to the Manager if you would like help with this.

Evaluation/Review

An early review of how things are going for the group will help you structure the remainder of the course and keep the group together. Some sort of evaluation – either verbal or written – at the end of the first session is essential. It takes two minutes to get feedback using non-threatening smiley face evaluation forms – but make sure you collect them straight away.

At the end of your course you will receive evaluation forms for your group to fill in, these will include a section on the extent to which participants felt that the stated course outcomes were met. Please take the time to read these before you hand them in. Evaluations are kept at the school office but copies can be made for you on request. We will also do postal evaluations on random or selected courses from time to time and will discuss feedback with tutors.

You will also be asked to fill in a tutor evaluation sheet with your feedback on our administration and organisation, to help us improve our service to you.

Keeping in Touch

At the first session please make sure your register has correct student details (e.g. phone numbers) on it. You will need a copy of the corrected course register so you can keep in touch with people in your group and, if they are absent, encourage them to return to your course. If the group agrees, it may be appropriate to share telephone numbers and/or e-mail addresses. You must keep a copy of the current register with learner details and contacts and a copy must be filed with the Manager after the second class.

Course Placements

Occasionally someone will enrol in an inappropriate course, e.g. without having the necessary pre-requisites. If this happens in your course, please send them to the office early in the first session so a transfer or refund can be discussed.

Sometimes people may turn up to a course wanting to substitute for a registered person's non-attendance. Please do not admit them to the class until they have registered in the office.

Write any new names on the register and report the person's name, address, e-mail and contact phone numbers to the Manager the next day.

Child-Free Zone!

As stated in our enrolment policy, community education courses in schools are for adults only. Children of course participants or tutors are therefore not permitted in adult classes. If one of your learners brings a child, please advise them the child may not attend the session – or contact your professional Manager who will deal with the situation.

Information for tutor to give to participants prior to the activity

	Location of toilets
	Identification of any hazards and precautions
	Evacuation procedure, location of emergency exits and assembly point
	Location of fire extinguisher
	What to do in an earthquake
	Location of nearest telephone, if appropriate

Keeping course records

Registers

The register, which is your course record, is an auditable document in which the tutor's signature verifies her/his attendance for pay purposes. It is therefore important to fill in and maintain registers carefully and make sure they do not leave the school. They remain the property of Otamatea High School at all times. Please ensure they are handed in at the end of each course so salary payments can be actioned.

Class Register/Folder

A class register will be issued on the first night and must be filled out each time the class is held. Registers must remain with you at all times until the course ends. The class register must then be returned within a week of the course ending to the ACE Coordinator. If the class register is lost, contact the ACE Manager immediately. NOTE: get students to initial the attendance register.

Temporary Registers

A list of names and phone numbers will be issued for the first session -please sign and return amendments after the second class.

Course Completion Certificates

Course completion certificates can be issued should you desire. Please make sure learner names are correctly spelt. Please make prior arrange for the certificates to be printed.

Tutor Time Sheets

Tutor time sheets need to be kept and completed time sheets need to be handed to the ACE Manager at the end of each term for payment.

Compliance Forms

All forms are attached at the back of this booklet. The timesheet, attendance register and enrolment forms need to be completed accurately and in full and returned to the ACE Manager, along with all course evaluation forms.

Housekeeping matters

First Aid

Should you require emergency assistance please contact the Caretaker.

Accidents

Please report accidents to duty staff at the time (either the Manager or caretaker) as we are required to fill out an accident report.

Evacuation Procedures

Please read the evacuation drill inside the door of your classroom and ensure your group knows where to assemble. In the event of an emergency evacuation or drill, please take your register with you and remain with your group in the assembly area until the caretaker clears you to go back to the classroom.

Emergency Phone Numbers

111	Fire Engines / /Ambulance / Police
09 4318810 or 0272083562	Caretaker

Photocopying

A reasonable amount of photocopying is available for courses. Please leave a note with your original copy in the school office one week in advance.

Please ensure notes for courses are well presented and carefully proofread. Office staff are not able to type tutors' notes.

Audio and Visual Equipment

Videos, TVs, OHPs, CD players, cassette recorders and slide projector are available but need to be ordered a week in advance. To book equipment please ring the office.

Please do not assume that office staff will remember requirements from term to term.

Purchasing Materials

If you need to buy materials for your course (where a materials fee has been paid as part of the course fee), please discuss this with the Manager first. Receipts will be reimbursed only if you have had express permission to purchase. All receipts must be attached to the reimbursements form.

Tutor Absences

Please let us know as early as possible if you know you are going to be absent. You will also need to inform your learners of any class cancellations.

Tutor Details

Please inform the office of any change in postal address, email, phone number, bank account or other relevant details.

School Policies

As an employee of the Otamatea High School Board of Trustee, you are covered by - and subject to - the Board's policies. Copies of these policies, e.g. EEO Sexual harassment, are available for you to read at the school office.

Privacy Act.

The Privacy Act prevents people from collecting, using and disclosing information about individuals without their authorization. Please be aware of this in you dealings with your group. Information on the implication of the Act for schools is available from the office.

Security Of Classroom

You need to inform the ACE coordinator of the room you wish to use. This room will be left open for you before class beings. You are responsible for those rooms being securely locked at the end of class together with all outside doors and windows being shut/locked. Please contact the school caretaker in cases of any emergency.

Reimbursement of Expenses:

All expenses have to be authorised by the ACE Coordinator and reimbursement will be made on presentation of receipts. Where possible please produce GST receipts. A reimbursement form is available from OHS Executive Officers' office.

Leaving items for the ACE Manager:

Paperwork can be posted to the ACE Manager, PO Box 64, Maungaturoto or left under the office door. If leaving material under the door please place all material in an envelope and push firmly under the door.

Emergency checklist

Tutors leading ACE activities are responsible for the health and safety of participants and need to provide learners with some basic health and safety and emergency information at the first session of an activity.

Checklist for the tutor prior to the activity

	I know where the emergency exits are
	I know the evacuation procedure and assembly point
	I know what to do in an earthquake
	I know where the nearest fire extinguisher is
	I know where there is a first aid kit
	I know where to find someone who has first aid training
	I know where the nearest telephone is
	I know where there is a torch (for night activities)
	I have the contact number of the person responsible for the building
	I have the contact number of the ACE Coordinator

Ace Enrolment Procedures

Key procedures tutors need to know about enrolments are:

Accepting People into Courses

Evidence of payment must be shown before anyone can be accepted into a course. This evidence may be a name and receipt number on the printed register or a current receipt. Those who have no evidence of payment will need to report to the office before the course starts either to pay course fees or to be given a duplicate receipt.

Receipts

Receipts for enrolments are posted out only if a stamped, addressed envelope has been sent in with the mail enrolment. Other receipts will be left in the register envelopes to be handed out at the session.

Refunds/Transfers

Participants who cancel their enrolment at least a week before a course is due to commence will receive a full refund of the course fee. During the week before commencement, cancellations will be subject to a 50% charge. No refunds will be given for cancellations received on the day of commencement of the course or thereafter. Transfers may be available to another course if application is made at least one week before the course starts. If the course does not reach minimum numbers or is for some other unavoidable reason cancelled by the ACE, the fee will be refunded in full.

Please make sure you are familiar with these procedures. Please do not offer course participants refunds or transfers, but refer them to ACE Manager.

Enrolments

You cannot take new enrolments. Interested individuals should be referred to the Otamatea High School office, or asked to phone the coordinator. Tutors will be required to assist with completions of official enrolment form.

ACE enrolments under 16 years and full-time High School students

TEI-based ACE funding may only be used to subsidise provision for adults over the age of 16 years who are NZ residents and not full-time secondary students. In exceptional circumstances, a full-time secondary school student over the age of 16 years, including adult students, may be enrolled in an ACE activity outside normal school hours with the approval of the school Principal/ACE programme director. It is expected that the number of such enrolments will be minimal.

Professional Development

Tutor Training

All tutors are strongly encouraged to take a course in tutoring adults. Some qualifications are recognized in the Adult and Community Education (ACE) Staff in Schools' Collective Agreement for advancement to Step 2 hourly pay rate.

Focus Meetings

Paid Professional Development meetings are held, usually in term 2, for all current tutors, as needs arise.

Tutor Support and Appraisal

The ACE Manager runs a tutor support and appraisal scheme which aims to establish close and effective liaison between tutors and administrative staff.

The purpose of the appraisal is to ensure standards of tutoring are maintained and tutors develop professionally. The appraisal process involves self-review, classroom observation and interview, and is conducted by a member of the ACE by arrangement with the tutor. Any issues to be followed up will be discussed with the person concerned.

Power Cut - Procedures For Tutors

All evening tutors are advised to carry a torch.

N.B. Internal phones will not work if there is a power failure.

Procedure

Collect your register and gather in a lit up space with your group until. Call the register and clarify absentees if you have not already done so.

Problems

As the internal phones will not be working, use a cell phone to call emergency numbers and to leave a message for the caretaker.

Continuation of Courses

The tutor or caretaker will make a decision as to whether courses should continue. This will be based on how long power is off and other circumstances in the town.

Electrical Equipment

If you have been using a TV/Video, OHP or anything else plugged into a power socket at the time of the power cut, switch off the appliance or remove the plug from the socket in case there is a power surge when the power is restored.

Computer Courses

Once power comes on again, restart computers.

Report any further problems to the caretaker or ACE Manager.

Job Description

COMMUNITY EDUCATION TUTOR

Responsible to: ACE Manager

Functional relationships with: Otamatea High School office staff.

General Responsibilities

- To tutor courses as agreed with ACE Management in accordance with the course description.
- To liaise with ACE administration as necessary.
- To abide by Otamatea High School Board policies.
- To maintain professional standards at all times.
- Health and safety of students in class.

Key Tasks

- To facilitate adult learning in courses.
- To follow administrative procedures detailed in staff handbook.
- To prepare and submit a written proposal or course outline, including learning objectives, for each ACE activity on supplied form.
- To advise the ACE administrator of any venue, equipment, material or other requirements for activities
- To undertake learner and tutor evaluation of all ACE activities delivered
- To participate in tutor development and performance appraisal
- To keep timesheets for hours of work completed. These need to be submitted to the ACE coordinator for payment allocations.
- To complete student enrolments and keep student rolls. These need to be submitted to the ACE coordinator at the end of each course.
- To always have access to a complete list of learners and their contacts
- To call and inform the learners and the ACE coordinator of any cancellation of classes as soon as possible.

Employment Conditions

Salary and other conditions for PPTA members are in accordance with the Adult and Community Education (ACE) Staff in Schools' Collective Agreement. Non-PPTA members are deemed to be on individual contract; however the conditions of the agreement will apply for the first 30 days of employment.

Employment is for a fixed term i.e. for the duration of each course as agreed with ACE Management, subject to that course reaching minimum numbers.

Hours of work are as outlined in individual course descriptions any payment is for contract time only.

Dispute and grievance procedures are in accordance with the collective agreement and the Employment Relations Act 2000. However tutors are advised to bring any grievance initially to ACE Management and thereafter to the Board of Trustees.

Forms

**Otamatea High School
Adult & Community Education (ACE) Programme**

Course Planning Schedule

To be completed by prospective tutors of all courses planned under Otamatea High School's Adult & Community Education programme. Please complete as much detail as possible to assist me with planning, costing, promotion, and so on. I will contact you if any additional details are required.

Name of Course: _____

Brief Description: _____

Preferred Timing (Tick):

Term 1 Term 2 Term 3 Term 4
Preferred Dates, Format & Times, eg. Tues 7.00-9.00pm for 8 weeks; OR Sat 23 & Sun 24 Aug, 8am-5pm

Brief Tutor Details

Name of Tutor(s): _____
Postal Address: _____

Telephone _____ Fax _____

Email: _____

Experience / Qualifications relevant to this course: _____

Attach evidence where applicable.

Course Specific Details

1. Venue requirements:

Please indicate whether you require comfortable seating or tables and chairs, carpet, whiteboard, heating, access to kitchen facilities, etc

2. Equipment / Materials required

Please indicate which will be supplied by you, what participants need to bring, what you would like us to purchase, costs to each party, etc. _____

3. Costs

Please indicate your requirements wherever possible
Materials supplied by you

Other (please specify) _____

4. Any other requirements or comments

Please specify any other requirements you have for this course, eg. minimum / maximum numbers; limited to women / men only; prior experience required, etc

Government-funded Adult & Community Education programmes must fall into one of the following categories. Please indicate which category applies to this proposed course.

ACE priorities:

- 1. Targeting learners whose initial learning was not successful
- 2. Raising foundation skills
- 3. Encouraging Lifelong learning
- 4. Strengthening communities
- 5. Strengthening social cohesion

For definitions please visit : <http://www.tec.govt.nz/upload/downloads/ace-priorities-guidelines-final.pdf>

Tutor self-appraisal of ACE activity

Reflection

I fully reviewed the content of this activity and previous learner evaluations before the sessions began.	
I was clear about the learning objectives of the activity.	
I shared the learning objectives of the activity with the learners.	
I encouraged the learners to identify any other learning objectives they had and to share them with the group.	
The sessions were well planned, and the plans were followed.	
The resources I used were up to date and relevant to the activity and the learners.	
I actively encouraged the learners to participate in the sessions.	
I used a range of teaching techniques during the sessions.	
I encouraged questions and answered them fully.	
I encouraged the learners to evaluate the activity and explained how their feedback would be used.	
I have reviewed attendance at the sessions and identified any points where attendance dropped off.	

Action points:

- The purpose, learning objectives or promotion of the course or activity
- Session plans or resources
- Professional development
- Organisational issues

ACE activity evaluation – Summary of learner feedback

Explanation:

- Tutors use this form to summarise the learner feedback, make their own comments and recommend improvements.
- These summaries might also be discussed at tutor meetings.

<i>Course title</i>	
<i>Tutor name</i>	
<i>Date finished</i>	

Summary of learner feedback:

Count numbers of responses in each category – eg – ~~III~~ II

	Very good ☺	Good	Satisfactory ☹	Poor	Very poor ☹
The tutor's knowledge of the subject					
The quality of teaching of this activity					
The organisation of the sessions					
The involvement of learners in the sessions					
The quality of the resources and equipment					
The location of the venue					
The suitability of the venue					
The date and time the activity was offered					
The tutor provided a course outline					
Our administrative processes					
Other.....					

Learners' comments and suggestions – key points

Tutor's feedback

Your comments on learners' feedback

From your perspective, what worked well?

And what could be better?

Suggested improvements:

For example

- *promotion of the course / activity*
- *focus and learning objectives*
- *location, time, organisation, fee level, etc*
- *resources*
- *professional development*

ACE activity evaluation -Learner

To be completed by learners

<i>Course title</i>	
<i>Tutor name</i>	
<i>Date finished</i>	

To help us improve our services, would you please rate:

	Very good 😊	Good	Satisfactory 😐	Poor	Very poor 😞
The tutor's knowledge of the subject					
The quality of teaching of this activity					
The organisation of the sessions					
The involvement of learners in the sessions					
The quality of the resources and equipment					
The location of the venue					
The suitability of the venue					
The date and time the activity was offered					

	Very good 😊	Good	Satisfactory 😐	Poor	Very poor 😞
Advertising of ACE Activities					
Service from the ACE Manager					
Our administrative processes					

What did we do well?

What could we do better?

ACE Enrolment Form

Office use only

First name	Last name
Address	
Phone (home)	E-mail
Phone (work)	Mobile

Course Code	Start Date	Course Title	Cost
Total			

Payment method (circle) Cash Eftpos Cheque Visa Mastercard

Credit card number:

--	--	--	--	--	--	--	--	--	--	--	--

Cardholder's name

Expiry date

--	--	--	--

Cardholder's signature

Help us to plan the best programme for you

How did you learn about our courses?

Newspaper	Brochure	Word of mouth	Other
-----------	----------	---------------	-------------

Why do you want to learn? Please tick all that apply to you.

To get a better job		To increase my skills		To start a new hobby	
To meet new people		To be more confident		To be healthier / fitter	
To improve my business		To keep myself busy		To learn something new	
Another reason?					

What is the best time for you to attend courses or activities?

What activities would you like us to include in future programmes?

Statistical information:

The following statistical information helps us to monitor who uses our courses.

Please circle the correct options below:

Sex Male Female

Age group 16-19 20-29 30-39 40-49 50-59 60+

Ethnicity NZ European Maori Pacific Nations Asian State Other

Residency New Zealand Resident Non Resident

Request for Payment Forms

**ACE Otamatea High School
Request for Payment**

Are you requesting reimbursement? Please attach receipts

Please pay

Name	_____
Address	_____

Reason _____

GST number if applicable: _____

Staff signature: _____

Date: _____

Dept to be charged: _____

\$ _____

**ACE Otamatea High School
Request for Payment**

Are you requesting reimbursement? Please attach receipts

Please pay

Name	_____
Address	_____

Reason _____

GST number if applicable: _____

Staff signature: _____

Date: _____

Dept to be charged: _____

\$ _____

OTTAWA AREA HIGH SCHOOL

